



MULLEN  
COUGHLIN<sub>LLC</sub>  
ATTORNEYS AT LAW

RECEIVED

JUN 07 2021

CONSUMER PROTECTION

Jeffrey J. Boogay  
Office: (267) 930-4784  
Fax: (267) 930-4771  
Email: jboogay@mullen.law

426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333

June 2, 2021

**VIA U.S. MAIL**

Consumer Protection Bureau  
Office of the New Hampshire Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Event**

Dear Sir or Madam:

We represent The Home for Little Wanderers ("The Home") located at 10 Guest Street, Brighton, MA 02135. We write to supplement our February 26, 2021 and March 5, 2021 notices to your office of an incident that may affect the security of some personal information relating forty-six (46) New Hampshire residents. Our February 26, 2021 and March 5, 2021 notices are attached hereto as ***Exhibit AA***. By providing the February 26, 2021, March 5, 2021 notice and this instant notice, The Home does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

The Home's investigation, as described in our February 26, 2021 and March 5, 2021 notices, was ongoing. On or around May 4, 2021, The Home confirmed the identities of the individuals who may have had information accessible as a result of the incident and promptly launched a review of its files to ascertain address information for the potentially impacted individuals. The information that could have been subject to unauthorized access includes name, address, Social Security number, date of birth, diagnosis or symptom information, treatment information, group health insurance / subscriber number, other health insurance information, reason for absence, username & password, pin, or account login, prescription or medication information, doctor name, other health insurance information, facial photograph and client or patient identification, occupational-health related information, Medicaid identification number, patient account number, and driver's license or state identification number. On June 2, 2021, The Home provided written notice to these individuals in substantially the same form as the letter in ***Exhibit BB***. The Home will continue to provide notification on a rolling basis as additional individuals are identified.

Mullen.law

The Office of the Attorney General

June 2, 2021

Page 2

The Home is providing access to credit monitoring services for two (2) years, through Kroll, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals. Additionally, The Home is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. The Home is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4784.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Jeff Boogay", is written over a faint, circular embossed seal.

Jeffrey J. Boogay of  
MULLEN COUGHLIN LLC

JJB:jcj  
Enclosure





MULLEN  
COUGHLIN<sup>LLC</sup>  
ATTORNEYS AT LAW

Jeffrey J. Boogay  
Office: (267) 930-4784  
Fax: (267) 930-4771  
Email: jboogay@mullen.law

426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333

March 5, 2021

**VIA U.S. MAIL**

Consumer Protection Bureau  
Office of the New Hampshire Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Event**

Dear Sir or Madam:

We represent The Home for Little Wanderers located at 10 Guest Street, Brighton, MA 02135, and are writing to notify your office of an incident that may affect the security of some personal information relating to one (1) New Hampshire resident. The investigation into this matter is ongoing, and his notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, The Home for Little Wanderers does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

**Nature of the Data Event**

On or about December 28, 2020, The Home became aware of unusual activity within an employee's email account. In response, The Home launched an investigation, with the assistance of third-party forensic specialists, to determine the nature and scope of the incident. The investigation determined that certain email accounts were impacted between November 10, 2020 and December 31, 2020; however, the forensic investigation was unable to determine whether any emails and/or attachments were viewed. The Home, in an abundance of caution, began an extensive review of the email accounts to determine whether they contained any personal information and if so, to whom the information relates. This review is ongoing. While the review is ongoing, The Home is beginning the process of providing notice to those individuals it knows are impacted as of now.

The information that could have been subject to unauthorized access could include name and diagnosis/condition, lab results, medications, medical record number, medical treatment information, address, date of birth, and Social Security number.

### **Notice to New Hampshire Resident**

On or about March 5, 2021, The Home for Little Wanderers began providing written notice of this incident to affected individuals, which includes one (1) New Hampshire resident. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***. The Home is also issuing a press release to statewide media regarding this event and posting notice on the home page of its website. We will supplement this notification if it is determined that a significant number of additional resident will receive notification of this event.

### **Other Steps Taken and To Be Taken**

Upon discovering the event, The Home for Little Wanderers moved quickly to investigate and respond to the incident, assess the security of The Home for Little Wanderers systems, and notify potentially affected individuals. The Home for Little Wanderers is also working to implement additional safeguards and training to its employees. The Home for Little Wanderers is providing access to credit monitoring services for two (2) years, through Kroll, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, The Home for Little Wanderers is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. The Home for Little Wanderers is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

March 5, 2021  
Page 3

**Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4784.

Very truly yours,

A handwritten signature in blue ink, appearing to read 'JJB', is positioned above the printed name.

Jeffrey J. Boogay of  
MULLEN COUGHLIN LLC

JJB:jcj  
Enclosure

# **EXHIBIT A**



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

The Home for the Little Wanderers (“The Home”) is writing to inform you of a recent data privacy event that may involve some of your personal information. We take this event seriously and are providing you with information about the event and steps you may take to help protect your personal information, should you feel it is appropriate to do so.

**What Happened?** On or about December 28, 2020, The Home became aware of unusual activity within an employee’s email account. In response, The Home launched an investigation, with the assistance of third-party forensic specialists, to determine the nature and scope of the incident. The investigation determined that certain email accounts were impacted between November 10, 2020 and December 31, 2020; however, the forensic investigation was unable to determine whether any emails and/or attachments were viewed. The Home, in an abundance of caution, began an extensive review of the email accounts to determine whether they contained any personal information and if so, to whom the information relates. This review is ongoing. While the review is ongoing, we anticipate information related to you will be present within the email accounts and wanted to provide you with notice of the event.

**What Information Was Involved?** The following types of information were likely within the impacted email account: your name and diagnosis/conditions, lab results, medications, medical record number, medical treatment information, address, date of birth, and Social Security number. To date, we are unaware of any actual or attempted misuse of this information as a result of this incident and are sending this notice out of an abundance of caution.

**What We Are Doing in Response?** The security of information in our care is among our highest priorities. In addition to launching an internal investigation into this incident, we are reviewing our existing policies and procedures and will implement additional safeguards, as needed. In an abundance of caution, we are notifying you, so that you may take further steps to best protect your personal information, should you feel it is appropriate to do so.

Although we are unaware of any actual or attempted misuse of your personal information as a result of this incident, we are offering you access to complimentary credit monitoring, fraud consultation, and identity theft restoration services through Kroll. We will also be reporting this incident to the U.S. Department of Health and Human Services and state regulators, as appropriate.

**What Can You Do?** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and monitor your credit reports for suspicious activity. You may also review the information contained in the attached “Steps You Can Take to Protect Personal Information.” There you will also find more information on the credit and identity monitoring services we are making available to you including instructions for activating these services. While The Home will cover the cost of these services, you will need to complete the activation process.

**For More Information.** We recognize that you may have questions not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 1-855-907-5013, Monday through Friday, 9:00am to 6:30pm Eastern Standard Time. You may also write to us at 10 Guest Street, Brighton, MA 02135.

Sincerely,

Heidi Ferreira

Vice President of Risk Management, Compliance, and Data Governance  
The Home for Little Wanderers



## Steps You Can Take to Help Protect Your Information

### Activate Your Complimentary Identity Monitoring



Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **June 10, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

### **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

#### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

### Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud and to review your account statements and credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

**TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872

[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

<https://www.transunion.com/fraud-alerts>

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and, TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.



<<Date>> (Format: Month Day, Year)

To the Parent or Guardian of:

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

Dear Parent or Guardian of <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

The Home for the Little Wanderers (“The Home”) is writing to inform you of a recent data privacy event that may involve some of your minor’s personal information. We take this event seriously and are providing you with information about the event and steps you may take to help protect your minor’s personal information, should you feel it is appropriate to do so.

**What Happened?** On or about December 28, 2020, The Home became aware of unusual activity within an employee’s email account. In response, The Home launched an investigation, with the assistance of third-party forensic specialists, to determine the nature and scope of the incident. The investigation determined that certain email accounts were impacted between November 10, 2020 and December 31, 2020; however, the forensic investigation was unable to determine whether any emails and/or attachments were viewed. The Home, in an abundance of caution, began an extensive review of the email accounts to determine whether they contained any personal information and if so, to whom the information relates. This review is ongoing. While the review is ongoing, we anticipate information related to your minor will be present within the email accounts and wanted to provide you with notice of the event.

**What Information Was Involved?** After a thorough review process, The Home determined that the following information related to your minor may have been accessible within the email accounts: your name and diagnosis/conditions, lab results, medications, medical record number, medical treatment information, address, date of birth, and Social Security number. To date, we are unaware of any actual or attempted misuse of your minor’s information as a result of this incident and are sending this notice out of an abundance of caution.

**What We Are Doing in Response?** We take this incident and the security of your minor’s personal information seriously. Upon learning of this issue, The Home immediately launched an investigation and reset the employees’ email credentials. We are also taking additional actions to review existing security policies and procedures.

Although we are unaware of any actual or attempted misuse of your minor’s personal information as a result of this incident, we are offering your minor access to Minor Identity Monitoring through Kroll. We will also be reporting this incident to the U.S. Department of Health and Human Services and state regulators, as appropriate.

**What You Can Do.** Please review the enclosed “Steps You Can Take to Help Protect Your Minor’s Information.” We have also arranged for complimentary Minor Identity Monitoring through Kroll. Instructions on how to activate these services is included in the enclosed “Steps You Can Take to Help Protect Your Minor’s Information.” While The Home will cover the cost of these services, you will need to complete the activation process.

**For More Information.** We understand that you may have questions that are not addressed in this notice. If you have additional questions or concerns, please contact us by mail at 10 Guest Street, Brighton, MA 02135, or our toll-free dedicated number at 1-855-907-5013, Monday through Friday, 9:00am to 6:30pm Eastern Standard Time.

We apologize for any inconvenience or concern this incident may cause you.

Yours sincerely,

Heidi Ferreira

Vice President of Risk Management, Compliance, and Data Governance  
The Home for Little Wanderers

## *Steps You Can Take to Help Protect Your Minor's Information*

### **Activate Your Minor's Complimentary Identity Monitoring**



Your minor's services include Minor Identity Monitoring, Fraud Consultation, and Identity Theft Restoration. To activate services:

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **June 10, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

### **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

#### **Minor Identity Monitoring**

Minor Identity Monitoring detects when names, addresses, and credit information is associated with your child's Social Security number. An alert will be sent to you when activity is detected. The presence of a credit file may be an indicator of identity theft or fraud for children who, as minors, should not have a credit history.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

### **Monitor Your Minor's Accounts**

Typically, credit reporting agencies do not have a credit report in a minor's name. To find out if your minor has a credit report or to request a manual search for your minor's Social Security number each credit bureau has its own process. To learn more about these processes or request these services, you may contact the credit bureaus by phone or in writing or you may visit the below websites:

#### **Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/form-minor-child.html](http://www.experian.com/fraud/form-minor-child.html)

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/credit-disputes/child-identity-theft-inquiry-form](http://www.transunion.com/credit-disputes/child-identity-theft-inquiry-form)

#### **Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
<https://www.equifax.com/personal/education/identity-theft/child-identity-theft/>

To request information about the existence of a credit file in your minor's name, search for you minor's Social Security number, place a security freeze on your minor's credit file, place a fraud alert on your minor's credit report (if one exists), or request a copy of your minor's credit report you may be required to provide the following information:

- A copy of your driver's license or another government issued identification card, such as a state ID card, etc.;
- Proof of your address, such as a copy of a bank statement, utility bill, insurance statement, etc.;
- A copy of your minor's birth certificate;
- A copy of your minor's Social Security card;

- Your minor's full name, including middle initial and generation, such as JR, SR, II, III, etc.;
- Your minor's date of birth; and
- Your minor's previous addresses for the past two years.

**All U.S. Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338).

#### **Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and, TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

# **EXHIBIT BB**





<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

The Home for Little Wanderers (“The Home”) is writing to inform you of a recent data privacy event that may involve some of your personal information. We take this event seriously and are providing you with information about the event and steps you may take to help protect your personal information, should you feel it is appropriate to do so.

**What Happened?** On or about December 28, 2020, The Home became aware of unusual activity within an employee’s email account. In response, The Home launched an investigation, with the assistance of third-party forensic specialists, to determine the nature and scope of the incident. The investigation determined that certain email accounts were impacted between November 10, 2020 and December 31, 2020; however, the forensic investigation was unable to determine whether any emails and/or attachments were viewed. The Home, in an abundance of caution, began an extensive review of the email accounts to determine whether they contained any personal information and if so, to whom the information relates. On or around May 4, 2021, we confirmed the identities of the individuals who may have had information accessible as a result of the incident and promptly launched a review of our files to ascertain address information for the potentially impacted individuals.

**What Information Was Involved?** After a thorough review process, the following information was contained within the impacted email accounts: your <<b2b\_text\_1(DataElements)>>. To date, we are unaware of any actual or attempted misuse of this information as a result of this incident and are sending this notice out of an abundance of caution.

**What We Are Doing in Response?** The security of information in our care is among our highest priorities. In addition to launching an internal investigation into this incident, we are reviewing our existing policies and procedures and will implement additional safeguards, as needed. In an abundance of caution, we are notifying you, so that you may take further steps to best protect your personal information, should you feel it is appropriate to do so.

Although we are unaware of any actual or attempted misuse of your personal information as a result of this incident, we are offering you access to complimentary credit monitoring, fraud consultation, and identity theft restoration services for twenty-four (24) months through Kroll. We will also be reporting this incident to the U.S. Department of Health and Human Services and state regulators, as appropriate.

**What Can You Do?** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and monitor your credit reports for suspicious activity. You may also review the information contained in the attached “Steps You Can Take to Protect Personal Information.” There you will also find more information on the identity monitoring services we are making available to you. While The Home will cover the cost of these services, you will need to complete the activation process.

**For More Information.** We recognize that you may have questions not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (855) 907-5013, Monday through Friday, 9:00am to 6:30pm Eastern Standard Time. You may also write to us at 10 Guest Street, Brighton, MA 02135.

Sincerely,

Heidi Ferreira  
Vice President of Risk Management, Compliance, and Data Governance  
The Home for Little Wanderers

## Steps You Can Take to Help Protect Your Information

### Activate Your Complimentary Identity Monitoring



Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

*You have until September 3, 2021 to activate your identity monitoring services.*

Membership Number: <<Member ID>>

### **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

#### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;



4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

### **Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). The Home for Little Wanderers is located at 10 Guest Street, Brighton, MA 02135.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 20 Rhode Island residents impacted by this incident.



<<Date>> (Format: Month Day, Year)

To the Parent or Guardian of:

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

### **RE: Notice of Data Breach**

Dear Parent or Guardian of <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

The Home for Little Wanderers (“The Home”) is writing to inform you of a recent data privacy event that may involve some of your minor’s personal information. We take this event seriously and are providing you with information about the event and steps you may take to help protect your minor’s personal information, should you feel it is appropriate to do so.

**What Happened?** On or about December 28, 2020, The Home became aware of unusual activity within an employee’s email account. In response, The Home launched an investigation, with the assistance of third-party forensic specialists, to determine the nature and scope of the incident. The investigation determined that certain email accounts were impacted between November 10, 2020 and December 31, 2020; however, the forensic investigation was unable to determine whether any emails and/or attachments were viewed. The Home, in an abundance of caution, began an extensive review of the email accounts to determine whether they contained any personal information and if so, to whom the information relates. On or around May 4, 2021, we confirmed the identities of the individuals who may have had information accessible as a result of the incident and promptly launched a review of our files to ascertain address information for the potentially impacted individuals.

**What Information Was Involved?** After a thorough review process, the following information was contained within the impacted email accounts: your minor’s <<b2b\_text\_1(DataElements)>>. To date, we are unaware of any actual or attempted misuse of your minor’s information as a result of this incident and are sending this notice out of an abundance of caution.

**What We Are Doing in Response?** We take this incident and the security of your minor’s personal information seriously. Upon learning of this issue, The Home immediately launched an investigation and reset the employees’ email credentials. We are also taking additional actions to review existing security policies and procedures.

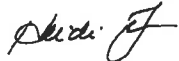
Although we are unaware of any actual or attempted misuse of your minor’s personal information as a result of this incident, we are offering your minor access to complimentary Minor Identity Monitoring for twenty-four (24) months through Kroll. We will also be reporting this incident to the U.S. Department of Health and Human Services and state regulators, as appropriate.

**What You Can Do.** Please review the enclosed “Steps You Can Take to Help Protect Your Minor’s Information.” We have also arranged for complimentary Minor Identity Monitoring through Kroll. Instructions on how to activate these services is included in the enclosed “Steps You Can Take to Help Protect Your Minor’s Information.” While The Home will cover the cost of these services, you will need to complete the activation process.

**For More Information.** We understand that you may have questions that are not addressed in this notice. If you have additional questions or concerns, please contact us by mail at 10 Guest Street, Brighton, MA 02135, or our toll-free dedicated number at (855) 907-5013, Monday through Friday, 9:00am to 6:30pm EST.

We apologize for any inconvenience or concern this incident may cause you.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Heidi Ferreira".

Heidi Ferreira

Vice President of Risk Management, Compliance, and Data Governance  
The Home for Little Wanderers

## *Steps You Can Take to Help Protect Your Minor's Information*

### **Activate Your Minor's Complimentary Identity Monitoring**



Your minor's services include Minor Identity Monitoring, Fraud Consultation, and Identity Theft Restoration. To activate services:

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your Minor Identity Monitoring services.

*You have until September 3, 2021 to activate your Minor Identity Monitoring services.*

Membership Number: <<Member ID>>

### **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

#### **Minor Identity Monitoring**

Minor Identity Monitoring detects when names, addresses, and credit information is associated with your child's Social Security number. An alert will be sent to you when activity is detected. The presence of a credit file may be an indicator of identity theft or fraud for children who, as minors, should not have a credit history.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

### **Monitor Your Minor's Accounts**

We encourage you to remain vigilant, to review your minor's account statements, and to monitor his or her credit reports for suspicious activity, if he or she has credit files. While minors under the age of eighteen (18) typically do not have credit files, the following information relates to protecting one's credit once established:

Under U.S. law, adults are entitled to one free credit report annually from each of the three major credit bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Adults have the right to place a "security freeze" on their credit report, which will prohibit a consumer reporting agency from releasing information in their credit report without their express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in consumer's name without their consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

**TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872

[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

1. Your minor's full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Your minor's Social Security number;
3. Your minor's date of birth;
4. If your minor has moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If your minor is a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, adults have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

<https://www.transunion.com/fraud-alerts>

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and, TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 20 Rhode Island residents impacted by this incident.