



SCI SHARED RESOURCES, LLC
1929 ALLEN PARKWAY
HOUSTON, TEXAS 77019
TEL: 713-525-2822
FAX: 844-716-3854
EMAIL: ALEXANDRA.CHUGHTAI-
HARVEY@SCI-US.COM
www.dignitymemorial.com

March 4, 2021

By Email

Attorney General Gordon MacDonald
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Representative of the Office of the Attorney General, Consumer Protection Bureau:

SCI Shared Resources, LLC (“SCI”) is sending this letter to notify your office of an incident that involves the personal information of fourteen (14) New Hampshire residents.

On or about January 28, 2021, as a result of a sorting error, a number of 2020 Forms 1099-NEC (Nonemployee Compensation) issued to vendors/service providers (“Vendors”) by SCI or an SCI affiliate were inadvertently mailed to the physical address of a different Vendor. SCI discovered the error on February 2, 2021, and promptly sent a follow-up letter to the unintended recipients, asking them to destroy the incorrectly addressed Form 1099-NEC that they had received. This was an isolated incident caused by human error and not by any breach of the security of SCI’s systems. We are not aware of any misuse of any of the information that was inadvertently mailed to the address of another Vendor.

The 2020 Forms 1099-NEC contained the following information: (i) the Vendor’s business name (which may be an individual’s name if they used that as their business name) and taxpayer identification number (which may be an employer identification number or a social security number), as provided by the Vendor, and (ii) the amount of nonemployee compensation paid to the Vendor in 2020.

This was an isolated incident; nonetheless, SCI takes this incident very seriously and is reviewing its processes and procedures in order to prevent a similar occurrence from happening in the future. As a precaution, SCI has arranged for ID Experts to provide identity protection services including credit monitoring at no charge to affected Vendors.

SCI is sending letters by U.S. mail to affected Vendors today. A sample individual notification letter is enclosed as Exhibit A.

Please do not hesitate to contact me if you have any questions or if you would like to discuss the matter further.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Alexandra Chughtai-Harvey". The signature is fluid and cursive, with the first name being more prominent.

Alexandra Chughtai-Harvey
Corporate Counsel

Enclosures:
Exhibit A

Please do not hesitate to contact me if you have any questions or if you would like to discuss the matter further.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Alexandra Chughtai-Harvey". The signature is fluid and cursive, with the first name being more prominent.

Alexandra Chughtai-Harvey
Corporate Counsel

Enclosures:
Exhibit A

Exhibit A



C/O IDX
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

To Enroll, Please Call:
833-726-0940
Or Visit:
[https://app.idx.us/account-
creation/protect](https://app.idx.us/account-creation/protect)
Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

March 4, 2021

Re: Notice of Data Security Incident

Dear Valued SCI Vendor/Service Provider,

I am writing on behalf of SCI Shared Resources, LLC and its affiliated companies (“SCI”) concerning an addressing error in the original mailing of a 2020 Form 1099-NEC (Nonemployee Compensation) with respect to services provided to an SCI company by you.

What Information Was Involved. The 2020 Form 1099-NEC contains the following information: (i) your business name and taxpayer identification number (which may be an employer identification number or a social security number), as provided to SCI by you, and (ii) the amount of nonemployee compensation paid by SCI to your business in 2020.

What Happened. As a result of a sorting error, a number of Forms 1099-NEC, including the Form 1099-NEC for your business, were inadvertently mailed on or about January 28, 2021 to the physical address of a different SCI vendor. We discovered the error on February 2, 2021, and we promptly sent a follow-up letter to the unintended recipients, asking them to destroy the incorrectly addressed Form 1099-NEC that they had received. We do not believe that the information contained on your Form 1099-NEC has been or will be misused.

What We Are Doing. This was an isolated incident caused by human error and not by any breach of the security of our systems. Nonetheless, we take this incident very seriously. In addition to providing this notification,¹ we are reviewing our processes and procedures in order to prevent a similar occurrence from happening in the future.

What You Can Do. We urge you to be vigilant and to review your accounts for any unusual activity. The rest of this letter sets forth important information concerning ways to guard against identity theft, as well as identity protection services and credit monitoring that we have obtained for you as a precautionary measure free-of-charge.

In addition, we are offering identity theft protection services through ID Experts (“IDX”), the data breach and recovery services expert. IDX identity protection services include: <<Variable Data 2>> of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling **833-726-0940** or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time. Please note the deadline to enroll is June 4, 2021.

Be on the lookout for scams that attempt to lure you into providing personal information. SCI will not call you or send any e-mail messages to you asking for your personal information or payment card information, or ask you to click on any links to activate credit monitoring or to update your SCI account. You should not provide information in response to any

¹ We did not delay sending this letter as a result of a law enforcement investigation.

such calls or e-mail messages, and you should not click on any links within such e-mail messages. The only ways to sign up for credit monitoring are described in this letter.

We also recommend that you review and consider the guidance provided in the enclosed "Information about Identity Theft Protection" document. You will also find detailed instructions for enrollment in this enclosed document.

For More Information. For additional information and assistance, please call **833-726-0940**, Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

We apologize for any inconvenience that this incident may have caused.

Sincerely,

A handwritten signature in black ink, appearing to read "Adrian Robles". The signature is fluid and cursive, with a long horizontal stroke at the end.

Adrian Robles
Assistant Vice President of Accounting
SCI Shared Resources, LLC
1929 Allen Parkway
Houston, TX 77019

<<Variable Data 1>>

Enclosure

Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting agencies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. Purchase a copy of your credit report by contacting the national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, GA 30374, 1-866-349-5191, www.equifax.com

Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion: P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you do not recognize. Look for inaccurate information, such as home address or Social Security number. If you see anything you do not understand or that looks incorrect, call the credit reporting agency at the telephone number on the report.

We recommend you vigilantly review your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission (FTC). You may contact the FTC or your state's regulatory authority to obtain information about avoiding identity theft. Contact the FTC at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

For District of Columbia residents: You may also contact the Office of the Attorney General for the District of Columbia at 400 6th Street, NW, Washington, DC 20001, 202-727-3400, <https://oag.dc.gov/> to learn about steps you can take to avoid identity theft.

For Maryland residents: You may obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, <https://www.marylandattorneygeneral.gov/>.

For North Carolina residents: You may obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699, 1-877-5-NO-SCAM (66-7226), <https://ncdoj.gov/>.

For New York residents: You may obtain information regarding security breach response and identity theft prevention and protection from the New York Department of State, Division of Consumer Protection, 1-800-697-1220, http://www.dos.ny.gov/consumerprotection/identity_theft/.

Fraud Alerts: You can place two (2) types of fraud alerts on your credit report to notify creditors: an initial alert and an extended alert. You may place an initial fraud alert on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert lasts for one (1) year. You may place an extended alert on your credit report by mail if you have been a victim of identity theft with the appropriate documentary proof. An extended fraud alert lasts for seven (7) years. You can place a fraud alert on your credit report by calling the toll-free fraud number or visiting the website of any of the three (3) national credit reporting agencies listed below. You only need to notify one (1) agency, because it must notify the other two (2) agencies.

Equifax: 1-800-525-6285, www.equifax.com/personal/education/identity-theft/fraud-alert-security-freeze-credit-lock/

Experian: 1-888-397-3742, www.experian.com/fraud/

TransUnion: 1-888-909-8872, fraud.transunion.com

Credit Freezes: You may put a credit freeze, also known as a security freeze, on your credit file so that no new credit can be opened in your name without the use of a PIN number and/or password that may be issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. There is no fee to place, lift and/or remove a credit freeze. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting agency. Contact the three (3) major credit reporting agencies to place a credit freeze and learn more information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
800-685-1111
[www.equifax.com/personal/
credit-report-services/](http://www.equifax.com/personal/credit-report-services/)

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
888-397-3742
www.experian.com/freeze/

Trans Union Security Freeze
P.O. Box 2000
Chester, PA 19022-2000
888-909-8872
[www.transunion.com/
credit-freeze](http://www.transunion.com/credit-freeze)

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.



Additional Product Information from IDX

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided in the body of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 833-726-0940 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.