



To Enroll, Please Call:

(800) 939-4170

Or Visit:

<https://app.myidcare.com/account-creation/protect>

Enrollment Code: [XXXXXXXXXX]

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

[First Name] [Last Name]

[Address 1] [Address 2]

[City] [State] [Zip]

July 1, 2020

RE: Notice of Data Breach

Dear [Name]:

Out of an abundance of caution, we are writing to notify you of a recent incident that may impact some of your personal information. We are also providing you with information about the event, our investigation and steps you can take to protect your personal information should you feel it is appropriate to do so.

What Happened? On April 29, 2020, we identified suspicious activity in our tax filing software and immediately initiated an investigation into the activity. On May 19, 2020, we determined an unknown actor accessed our tax filing software at times between November 24, 2019 and April 29, 2020. The unknown actor also accessed folders containing sensitive information that we use to prepare tax returns. Your information was contained within these folders.

What Information Was Involved? The information about you that was stored within the folders and potentially subject to unauthorized access includes your: name, address, date of birth, Social Security number and financial account number. If your tax return also included the information of your spouse or dependent(s), their information was potentially impacted and we are also mailing them a letter.

What We Are Doing. We take the privacy and protection of personal information in our care very seriously. We have stringent security measures in place to protect this information. As soon as we discovered the incident, we immediately took steps to address it, including working with a computer forensic specialist to determine the full nature and scope of the incident. We reported the event to the IRS and are working with them to reduce the risk of fraudulent tax filings. We also reported the incident to certain state regulators, as required.

As an added precaution, we are also offering you access to 12 months of complimentary credit monitoring and identity protection services through ID Experts. The cost of this service will be paid for by us. Instructions on how to enroll in the credit monitoring and identity protection services can be found in the enclosed *Information about Identity Theft Protection*.

What You Can Do. You can review the enclosed *Information about Identity Theft Protection*. You can also enroll to receive the free credit monitoring and identity protection services being offered.

For More Information. We understand that you may have questions about the incident that are not addressed in this letter. If you have additional questions, or need assistance, please call (800) 939-4170, Monday through Friday, from 6:00 am to 6:00 pm Pacific Time or go to <https://app.myidcare.com/account-creation/protect>.

We apologize for any concern or inconvenience this may have caused you.

Sincerely,

Andrew Lundholm

Andrew Lundholm CPA

Information about Identity Theft Protection

We are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling (800) 939-4170 or going to <https://app.myidcare.com/account-creation/protect> and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 6:00 am – 6:00 pm Pacific Time. Please note the deadline to enroll is October 1, 2020.

Website and Enrollment. Go to <https://app.myidcare.com/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

Activate the credit monitoring provided as part of your MyIDCare 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, MyIDCare will be able to assist you.

Telephone. Contact MyIDCare at (800) 939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Monitor Your Accounts. Always remain vigilant against incidents of identity theft, review your account statements, and monitor your credit reports and explanation of benefits forms 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 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:

TransUnion

P.O. Box 2000
Chester, PA 19106
1-800-680-7289

www.transunion.com/credit-freeze

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.html

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285

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;

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit file report, based upon the method of the request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with the process by which you may remove the security freeze, including an authentication mechanism. Upon receiving a direct request from you to remove a security freeze and upon receiving proper identification from you, the consumer reporting agency shall remove a security freeze within one (1) hour after receiving the request by telephone for removal or within three (3) business days after receiving the request by mail for removal.

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:

TransUnion

P.O. Box 2000
Chester, PA 19106
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285

www.equifax.com/personal/credit-report-services

You can also 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, your state Attorney General, or the Federal Trade Commission (FTC). The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (877-438-4338); and TTY: 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 also obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

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