



OUR OFFICES

El Centro
760-352-2033

Fresno
559-347-6848

Manteca
209-624-5140

Merced
209-725-4700

Salinas
831-769-0934

San Marcos
760-471-3700

Santa Clara
408-553-0960

Ukiah
707-462-2395

Visalia
559-738-5555

VETERAN
SERVICE AREAS

Imperial County
Riverside County
San Diego County
1-800-974-9909

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<mail id>>
<<Name1>>
<<Name2>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Insert Client Name>>:

We are writing to inform you of a data security incident that may have resulted in the disclosure of your personal information, including your name, address, diagnosis, date of birth, age, gender and telephone number. Your Social Security number, financial account numbers, medications or universal client identification number were not exposed and remain secure. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect your information.

On September 8, 2015, Community Catalysts of California was notified by an employee that a thumb drive was stolen from the employee's car, which was parked in a locked garage. As soon as the theft was discovered, the employee promptly notified law enforcement and is cooperating with their investigation. We also immediately began an investigation to identify what information was on the device.

As soon as we learned of the theft, we began implementing additional safeguards to try and prevent this from occurring in the future, including retraining our staff on company policies and procedures and ensuring that all employees are using encrypted devices, per our policy. Community Catalysts of California is committed to maintaining the privacy of information and takes the security of your personal information very seriously. Although we are not aware of any misuse of your personal information, we would like to make you aware of some steps you can take to protect yourself.

First, you may want to place a fraud alert on your credit file to let creditors know to contact you before opening a new account in your name. Call any one of the three credit reporting agencies at the phone numbers listed below: You should (1) request that a fraud alert be placed on your account and (2) order a free credit report from the agency.

Equifax 1-888-766-0008
Experian 1-888-397-3742
Trans Union 1-800-680-7289

Second, when you receive your credit reports, look them over carefully for accounts you did not open or for inquiries from creditors that you did not initiate. If you see anything you do not understand, call the credit agency at the telephone number on the report.

Third, if you find any suspicious activity on your credit reports, call your local police or sheriff's office.

Please note that Community Catalysts of California will not contact you to confirm any of your personal information, so if an unknown person should contact you requesting such information, you should decline to do so. Additional information about identify theft can be obtained from the California Office of Privacy Protection (<http://oag.ca.gov/privacy>).

We deeply regret any inconvenience or concern that this incident may cause you, and remain dedicated to protecting your information. Should you have further questions about this matter, please call Alesia Forte at (888) 344-1237 Monday through Friday from 8:30 a.m. through 5:00 p.m., Pacific Time.

Sincerely,



Jim Jenkins, CEO
Community Catalysts of California



October 16, 2015

Client Name

Address

Dear [Insert Client Name]:

We are writing to inform you of a data security incident that may have resulted in the disclosure of your personal information, including your name, address, social security number, diagnosis, date of birth, age, gender, telephone number and. Your financial account numbers, medications or universal client identification number were not exposed and remain secure. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect your information.

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Although we are not aware of any misuse of your information, as an added precaution, we have arranged to have AllClear ID protect your identity and monitor your credit for 12 months at no cost to you. The following

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identity protection services start on the date of this notice and you can use them at any time during the next 12 months:

AllClear SECURE: The team at AllClear ID is ready and standing by if you need help protecting your identity. You are automatically eligible to use this service – there is no action required on your part. If a problem arises, simply call 1-866-979-2595 and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear maintains an A+ rating at the Better Business Bureau.

AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-866-979-2595, using the following redemption code: **<<RedemptionCode>>**.

Please note: Additional steps may be required by you in order to activate your phone alerts.

Please note that Community Catalysts of California will not contact you to confirm any of your personal information, so if an unknown person should contact you requesting such information, you should decline to do so. Additional information about identify theft can be obtained from the California Office of Privacy Protection (<http://oag.ca.gov/privacy>).

We deeply regret any inconvenience or concern that this incident may cause you, and remain dedicated to protecting your information. Should you have further questions about this matter, please call Alesia Forte at (888) 344-1237 Monday through Friday from 8:30 am to 5 pm, Pacific Time.

Sincerely,

Jim Jenkins, CEO
Community Catalysts of California

U.S. State Notification Requirements

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below:

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://www.experian.com/freeze>

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission:

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft

AllClear Secure Terms of Use

If you become a victim of fraud using your personal information without authorization, AllClear ID will help recover your financial losses and restore your identity. Benefits include:

- 12 months of coverage with no enrollment required;
- No cost to you – ever. AllClear Secure is paid for by the participating Company.

Services Provided

If you suspect identity theft, simply call AllClear ID to file a claim. AllClear ID will provide appropriate and necessary remediation services (“Services”) to help restore the compromised accounts and your identity to the state prior to the incident of fraud. Services are determined at the sole discretion of AllClear ID and are subject to the terms and conditions found on the AllClear ID website. AllClear Secure is not an insurance policy, and AllClear ID will not make payments or reimbursements to you for any financial loss, liabilities or expenses you incur.

Coverage Period

Service is automatically available to you with no enrollment required for 12 months from the date of the breach incident notification you received from Company (the “Coverage Period”). Fraud Events that occurred prior to your Coverage Period are not covered by AllClear Secure services.

Eligibility Requirements

To be eligible for Services under AllClear Secure coverage, you must fully comply, without limitations, with your obligations under the terms herein, you must be a citizen or legal resident eighteen (18) years of age or older, and have a valid U.S. Social Security number. Minors under eighteen (18) years of age may be eligible, but must be sponsored by a parent or guardian. The Services cover only you and your personal financial and medical accounts that are directly associated with your valid U.S. Social Security number, including but not limited to credit card, bank, or other financial accounts and/or medical accounts.

How to File a Claim

If you become a victim of fraud covered by the AllClear Secure services, you must:

- Notify AllClear ID by calling 1.855.434.8077 to report the fraud prior to expiration of your Coverage Period.
- Provide proof of eligibility for AllClear Secure by providing the redemption code on the notification letter you received from the sponsor Company.
- Fully cooperate and be truthful with AllClear ID about the Event and agree to execute any documents AllClear ID may reasonably require;
- Fully cooperate with AllClear ID in any remediation process, including, but not limited to, providing AllClear ID with copies of all available investigation files or reports from any institution, including, but not limited to, credit institutions or law enforcement agencies, relating to the alleged theft;

Coverage under AllClear Secure Does Not Apply to the Following:

Any expense, damage or loss:

- Due to
 - o Any transactions on your financial accounts made by authorized users, even if acting without your knowledge
 - o Any act of theft, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any of your authorized representatives, whether acting alone or in collusion with you or others (collectively, your “Misrepresentation”)
- Incurred by you from an Event that did not occur during your coverage period;
- In connection with an Event that you fail to report to AllClear ID prior to the expiration of your AllClear Secure coverage period.

Other Exclusions:

- AllClear ID will not pay or be obligated for any costs or expenses other than as described herein, including without limitation fees of any service providers not retained by AllClear ID; AllClear ID reserves the right to investigate any asserted claim to determine its validity;
- AllClear ID is not an insurance company, and AllClear Secure is not an insurance policy; AllClear ID will not make payments or reimbursements to you for any loss or liability you may incur; and
- AllClear ID is not a credit repair organization, is not a credit counseling service, and does not promise to help you improve your credit history or rating beyond resolving incidents of fraud;
- AllClear ID reserves the right to reasonably investigate any asserted claim to determine its validity. All recipients of Secure coverage are expected to protect their personal information in a reasonable way at all times. Accordingly, recipients will not deliberately or recklessly disclose or publish their Social Security number or any other personal information to those who would reasonably be expected to improperly use or disclose that Personal Information.

Opt-out Policy

If for any reason you wish to have your information removed from the eligibility database for AllClear Secure, please contact AllClear ID:

E-mail support@allclearid.com	Mail AllClear ID, Inc. 823 Congress Avenue Suite 300 Austin, Texas 78701	Phone 1.855.434.8077
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