



Marks & Associates

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Date

Name

Address

Address

Address

Notice of a Data Breach

Dear:

Please read this letter in its entirety. It contains important information regarding protection of the personal information of you and your household members.

What happened?

We were unfortunately the victims of a social engineering scam that allowed an unauthorized party or parties to access one of our employee's email accounts and other portions of our network in November 2018. Although our IT support responded immediately by shutting down access to the account, replacing our entire server and implementing additional security measures, a recent forensic investigation found that our system was likely compromised. No evidence was found that files from our system were extracted in the incident. Due to the high percentage of e-file rejections in the tax season, we have engaged a third party and outside IT and information security consultant to further investigate, evaluate and respond to the situation. Although data breaches have been commonplace even in the most secure environments, we regret that this incident has occurred.

What information was involved?

Based on the review of this situation by IT support and outside consultants and their examination of the impacted account and our network, it is possible that personal data belonging to you and members of your household, including dependents, was potentially exposed to the unauthorized party or parties. The personal information accessed may have included your name in combination with other data elements, such as a social security number.

Because we have a concern that your personal information may have been accessed and potentially misused, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have. We are also recommending that you take the protective measures listed below.

What we are doing to address this situation?

Marks & Associates made immediate enhancements to our systems, security and practices. Additionally, we have engaged appropriate consultants to assist us in conducting a full review of our security practices and systems to ensure that appropriate security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation. That is why Marks &

* Services marked with an "*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Associates is providing you with access to Triple Bureau Credit Monitoring* services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance and identity fraud and theft resolution services to help with any questions that you might have. These services will be provided by CyberScout a company that specializes in identity theft education and resolution.

To enroll in Credit Monitoring* services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. When prompted please provide the following unique code to receive services:

<primary> <CODE HERE.> <spouse> <spouse code>

In addition, you should contact CyberScout regarding any questions or problems you may encounter, including assisting you with obtaining a credit report and placing fraud alerts or in the event that you become a victim of fraud.

For guidance with the CyberScout services, or to obtain additional information about these services, please call the CyberScout help line 1-800-405-6108 and supply the fraud specialist with your unique code.

What you can do to address this situation?

CyberScout has been retained to help you with any questions or problems you may encounter, including assisting you with obtaining a credit report and placing fraud alerts.

However, if you choose not to use these services, we are strongly urging all customers to consider doing the following:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to Marks & Associates or CyberScout.

Other Important Information

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

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For more information

While CyberScout should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with Marks & Associates regarding this incident. If so, please call our office at 818-5917560 or email to Raina@markscpas.com, we will response within 24 business hours.

At Marks & Associates we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,

Neal Marks

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