

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

July 20, 2020

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**Re: Notice of Data Breach**

Dear Sample A Sample:

At Senior Resource Group, LLC (SRG), safeguarding personal information is one of our top priorities. We actively and routinely monitor and audit our systems to ensure that our security and your data is protected. However, despite our efforts, there was a data security incident that may have involved your personal information. We want to provide you with information about the event, our response, and should you feel it necessary, the steps you may take to better protect yourself against potential misuse of your information.

**What Happened?** SRG was the subject of an isolated cyber event called a phishing incident in which unauthorized individual(s) gained access to certain email accounts by masquerading as a reputable and recognized person and gaining user credentials. On December 18, 2019, we discovered the suspicious activity within our email system and immediately blocked the unauthorized individual(s).

Our initial investigation determined that there may have been unauthorized access to certain SRG employee email accounts. We immediately forced password resets for all company email addresses. With the aid of third party forensic IT specialists, we then undertook a lengthy and labor-intensive process to review impacted email accounts to identify any personal information that may have been accessible to the unauthorized individual(s). This extensive process included a review of each of the individual emails and attachments within the specific accounts that had been impacted by the intrusion. As a result of those efforts, we are providing you notice that our investigation determined that your information may have been accessible to the unauthorized individual(s) between December 17, 2019 and December 18, 2019.

**What Information Was Involved?** Although we have no evidence to suggest that your information was actually used by the unauthorized individual(s), we are sending this letter so you can take steps to protect yourself and your information. Our investigation confirmed that the impacted emails contained the following personal information pertaining to you: name, Impacted Elements.

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**What We Are Doing.** We take the security of information in our care very seriously. Upon discovery, we immediately forced password resets for all company email addresses and commenced a thorough investigation into the nature and scope of the event. In addition, we implemented multi-factor authentication as an additional security safeguard and launched mandatory companywide training and awareness. We are continuing to take steps to implement additional safeguards and strengthen policies and procedures relating to data privacy and security. We are also notifying regulators, including certain state regulators, and law enforcement of the event as required.

As an added precaution and at no cost to you, we are providing 12 months of credit monitoring and identity protection services through Experian. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: September 30, 2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 281-4834 by **September 30, 2020**. Be prepared to provide engagement number DB20942 as proof of eligibility for the identity restoration services by Experian.

**What You Can Do.** You should review the enclosed *Steps You Can Take to Protect Your Personal Information*. We also encourage you to review your financial and account statements and immediately report all suspicious activity to the institution that issued the record.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please contact our dedicated call center at (833) 281-4834, 6:00 a.m. to 8:00 p.m. PST, Monday through Friday and 8:00 a.m. to 5:00 p.m. PST, Saturday and Sunday.

We sincerely regret that this incident occurred and extend our sincerest apologies. The security of your personal information remains a top priority at SRG.

Sincerely,



Jeff Howard  
Vice President of Information Technology  
Senior Resource Group, LLC

## Steps You Can Take to Protect Your Information

### Monitor Your Accounts.

To protect against the possibility of identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your 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.

### Security Freeze.

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:

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| <b>Experian</b><br>PO Box 9554<br>Allen, TX 75013<br>1-888-397-3742<br><a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a> | <b>TransUnion</b><br>P.O. Box 160<br>Woodlyn, PA 19016<br>1-888-909-8872<br><a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a> | <b>Equifax</b><br>PO Box 105788<br>Atlanta, GA 30348<br>1-888-298-0045<br><a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a> |
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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.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.



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 2002  
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

[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-836-6351

[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, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission.

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. 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. Instances of known or suspected identity theft should be reported to law enforcement, your state Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state’s Attorney General.

***For Maryland residents***, the Attorney General can be contacted by mail at 200 St. Paul Place, Baltimore, MD, 21202; toll-free at 1-888-743-0023; by phone at (410) 576-6300; consumer hotline (410) 528-8662; and online at [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov). ***For New Mexico residents***, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580. ***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/>. ***For North Carolina Residents:*** The North Carolina Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400, and online at [www.ncdoj.gov](http://www.ncdoj.gov). ***For Rhode Island Residents:*** The Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), 1-401-247-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately zero Rhode Island residents impacted by this incident. This notice has not been delayed by a law enforcement investigation. This notice was not delayed by a law enforcement investigation.