

The Donovan Company, CPA  
c/o Cyberscout  
<Return Name>  
<Return Address>  
<City> <State> <Zip>



9930 Research Drive, Suite 100  
Irvine, CA 92618

<FirstName> <LastName>  
<Address1>  
<City>, <State> <Zip>

February 16, 2023

## **Notice of a Data Breach**

<FirstName> <LastName>,

### **Please read this letter in its entirety.**

#### **What happened?**

We are writing to inform you of an isolated security incident involving your personal information. On December 20, 2022, we detected and stopped a sophisticated ransomware attack, in which an unauthorized third party accessed and disabled our computer systems. We took immediate steps to shut down access to our network and promptly engaged our IT support to help us investigate, evaluate, and respond to the situation.

#### **What information was involved?**

The ransomware encrypted (locked) our files. We've been able to rebuild all our systems and restore everything from our backups. It is possible that your personal information including first and last name, address, and social security number could have been accessed by an unauthorized third party.

**While we have no evidence that any of your personal information has been accessed or specifically misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.**

#### **What are we doing to address this situation?**

The Donovan Company has made additional enhancements to our systems, security and practices. Additionally, we have engaged appropriate experts to assist us in conducting a full review of our security practices and systems to ensure that enhanced security protocols are in place going forward. We have consulted with law enforcement including Irvine PD and the Orange County Cyber Security Program which works closely with the FBI. We are committed to helping those people who may have been impacted by this unfortunate situation. In response to the incident, we are offering you services provided by Cyberscout, a company specializing in fraud assistance and remediation services.

The Donovan Company is providing you with access to the following services:

Cyberscout representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 5:00 am to 5:00 pm Pacific time, Monday through Friday. Please call the Cyberscout help line 800-701-4322 and supply the fraud specialist with your unique code listed below. To extend these services, enrollment in the monitoring services described below is required.

Additionally, we are providing you with access to **Triple Bureau Credit Monitoring/Triple Bureau Credit Report/Triple Bureau Credit Score\*** services at no charge. These services provide you with alerts for twenty-four months from the date of

\* 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.

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. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event you become a victim of identity theft.

**How do I enroll for the free services?**

To enroll in Credit Monitoring\* services at no charge, please log on to <https://secure.identityforce.com/benefit/tdccpa> and follow the instructions provided. When prompted please provide the following unique code to receive services: **<UniqueCode>**. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

**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. If you choose not to use these services, we strongly urge you to do 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](http://www.experian.com)

**Equifax (1-800-525-6285)**  
P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)

**TransUnion (1-800-680-7289)**  
P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://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](http://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 The Donovan Company or Cyberscout

**Other Important Information**

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. 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](http://www.ftc.gov/idtheft).

**For more information**

While Cyberscout should be able to provide thorough assistance and answer most of your questions, as always you may contact us at 949-640-1333.

At The Donovan Company we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience this may cause.

Sincerely,

*Thomas G. Donovan*

Thomas G. Donovan  
Certified Public Accountant

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## Additional Information

**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 make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

<b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960 <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a>	<b>Experian Security Freeze</b> P.O. Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	<b>TransUnion Security Freeze</b> P.O. Box 160 Woodlyn, PA 19094 1-888-909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>
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**File Police Report:** You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**FTC and Attorneys General:** You can 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, the Federal Trade Commission, or your state Attorney General.

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), TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.

**For District of Columbia residents,** the Attorney General may be contacted at the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Washington, DC 20001, 1-202-727-3400, [www.oag.dc.gov](http://www.oag.dc.gov)

**For Maryland residents,** the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, and [www.oag.state.md.us](http://www.oag.state.md.us).

**For North Carolina residents,** the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and [www.ncdoj.gov](http://www.ncdoj.gov).

**For New York residents,** you may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

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