



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

<<Mail ID>>

<<Name 1>>

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<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Subject: Notice of Data Breach

Dear <<Name 1>>:

The Guidance Center (“TGC”) is writing to inform you of a data security incident that may have involved your personal information. TGC takes the privacy and security of your information very seriously and regrets any concern that this incident may cause. This letter is intended to inform you of this incident, to provide you with information about steps that you can take to help protect your information, and to offer complimentary credit monitoring services to you.

What Happened? On March 25, 2019, TGC detected unusual activity within its digital environment. TGC immediately commenced an investigation upon discovering this activity, engaged independent cybersecurity experts for assistance, and took numerous steps to secure its systems. These cybersecurity experts ultimately discovered evidence of unauthorized access to a couple of email accounts belonging to certain employees of TGC. Upon learning of this, TGC engaged a data review firm to determine if the email accounts for which evidence of unauthorized access had been identified contained protected health information (“PHI”). On September 17, 2019, TGC learned that PHI belonging to some current and former clients was contained within the impacted accounts.

TGC has no evidence indicating that any information aside from the information contained within the accessed email accounts was impacted in connection with this incident. TGC also has no evidence that any of the information potentially involved in this incident has been misused. Nonetheless, out of an abundance of caution, TGC is notifying you of this incident and is providing you with access to complimentary credit monitoring services for one year.

What Information Was Involved? The following information may have been involved in this incident: your name, address, date of birth, Social Security number, medical information, and health insurance or claims information.

What Are We Doing? TGC took the measures referenced above as soon as this incident was discovered. TGC also reported this matter to law enforcement and will provide whatever cooperation is necessary to hold the perpetrator accountable. Additionally, out of an abundance of caution, TGC is offering you one year of complementary credit monitoring services through TransUnion Interactive. To receive these services, you must be over the age of 18, have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. The deadline to enroll is <<Enrollment deadline>>.

What Can You Do? You can follow the recommendations included with this letter to help protect your information. Specifically, we recommend that you review your credit report for unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the consumer reporting agencies listed on the following page for assistance. In addition, you can enroll in the free credit monitoring services that we are offering to you through TransUnion Interactive. Enrollment instructions are included with this letter.

For More Information. Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please contact 855-951-0811, Monday through Friday, 9:00 a.m. to 9:00 p.m., Eastern Time. Our representatives are fully versed on this incident and can answer any questions you may have regarding the protection of your personal information.

Thank you for your loyalty to TGC and your patience through this incident. We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'P. Costales', with a large, stylized initial 'P'.

Patricia Costales, LCSW
Chief Executive Officer
The Guidance Center

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You can also contact one of the following three national credit reporting agencies:

TransUnion P.O. Box 1000 Chester, PA 19016 1-877-322-8228 www.transunion.com	Experian P.O. Box 9532 Allen, TX 75013 1-888-397-3742 www.experian.com	Equifax P.O. Box 105851 Atlanta, GA 30348 1-800-525-6285 www.equifax.com	Free Annual Report P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 www.annualcreditreport.com
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Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. There is no charge to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you, including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state attorney general about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the attorney general in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW, Washington, DC 20580
www.consumer.ftc.gov, and www.ftc.gov/idtheft
1-877-438-4338

You also have certain rights under the Fair Credit Reporting Act (FCRA), including: to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.



Activation Code: <<Activation Code>>

Complimentary One-Year *myTrueIdentity* Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

How to Enroll: You can sign up online or via U.S. mail delivery.

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Insert static 6-digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)