

Three Crowns Park – A Covenant Living Community
c/o Cyberscout
1 Keystone Ave., Unit 700
Cherry Hill, NJ 08003



<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<ZIP>>

<<Date>>

Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

Three Crowns Park – A Covenant Living Community (“TCP”) is writing to let you know about a data security incident that may have impacted a limited amount of your protected health information. We take the privacy and security of your information seriously, and sincerely apologize for any concern this may cause you. This letter contains information about what occurred, steps you can take to protect your information, and resources we are making available to help you do so.

What happened?

On June 1, 2023, we discovered suspicious activity associated with one of our email accounts, implemented our incident response protocols, and conducted an investigation to determine what occurred and whether any information may have been impacted. The investigation identified unauthorized access to one email account but was unable to determine whether any data was actually viewed or compromised. We then hired a vendor to conduct an in-depth review of the account to determine whether any personal information was contained in the affected account. This review was completed on July 26, 2023, at which time we identified that some of your personal information was located in the account at the time of the unauthorized access. While we have no evidence that your personal information was misused, we wanted to inform you about this incident out of an abundance of caution.

What information was impacted?

Information present in the email accounts may have included your name and <<Variable Text>>.

What we are doing:

We want to assure you that we have taken steps to prevent this kind of event from happening in the future. Since the incident, the password to the affected email account was changed and additional training was provided to employees regarding the use of multi-factor authentication.

In response to the incident, we are providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge.

These services provide you with alerts for <<service length>> from the date of enrollment when changes occur to your credit file. 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 event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <<URL>> and follow the instructions provided. When prompted please provide the following unique code to receive services: <CODE HERE> In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires 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.

What you can do:

It is always a good idea to remain vigilant for evidence of identity theft or fraud, and to review your bank account and other financial statements as well as your credit reports for suspicious activity. We also encourage you to contact Cyberscout with any questions and to take full advantage of the Cyberscout service offering.

Additional information about protecting your identity is included in this letter, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For more information:

If you have any questions or concerns, please call **1-800-405-6108** Monday through Friday from 7:00 am – 7:00 pm Central time. Your trust is our top priority, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

Lisa Dye
Executive Director
Three Crowns Park

RECOMMENDED STEPS TO HELP PROTECT YOUR INFORMATION

1. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever 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 some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

2. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert 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 bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
P.O. Box 105069
Atlanta, GA 30348-5069

Equifax Credit Freeze
P.O. Box 105788
Atlanta, GA 30348-5788
1-888-836-6351
www.equifax.com/personal/credit-report-services

Experian Fraud Reporting
and Credit Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion Fraud Reporting
P.O. Box 2000
Chester, PA 19022-2000

TransUnion Credit Freeze
P.O. Box 160
Woodlyn, PA 19094
1-800-680-7289
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

3. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will

not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

4. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Florida Residents: Office of the Attorney General, State of Florida, PL-01 The Capitol, Tallahassee, FL 32399-1050; Telephone: 1-800-435-7352; <https://www.myfloridalegal.com>.

Massachusetts Residents: Massachusetts Office of the Attorney General, Data Privacy and Security Division, One Ashburton Place, Boston, MA 02108; Telephone: 1-617-727-8400.

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 a violator. 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf> or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New Hampshire Residents: Office of the Attorney General, 33 Capitol St, Concord, NH 03301; Telephone: 1-603-271-3658.

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/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Ohio Residents: The Office of the Attorney General, 30 E Broad St., 14th Floor, Columbus, OH 43215; Telephone: 1-800-282-0515; <https://www.ohioattorneygeneral.gov>.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400. You have the right to obtain

any police report filed in regard to this incident. A total of (XX) Rhode Island residents were notified of this incident.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft