New Communities
Connecting people & possibilities
869 Main Street, Suite 600
Westbrook, ME 04092

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>>,

We hope you and your family are healthy and well in these uncertain times. Transparency and open communication is of extreme importance to New Communities. For that reason, we are writing to let you know about a data security incident at Blackbaud that may have involved some of your personal information, or the personal information of someone under your guardianship. Blackbaud is an outside vendor utilized by New Communities and is one of the world's largest providers of customer relationship management systems, serving more than 35,000 clients around the world in the nonprofit and education sectors. Blackbaud recently informed us that they had been the victim of a ransomware attack that occurred on or around May 20, 2020.

Although Blackbaud stated that they took quick action to limit the impact of the incident, Blackbaud has stated that a subset of data was removed from their environment. Based on the notification provided by Blackbaud, the data removed as a result of this incident may have included limited information related to New Communities and our constituents.

New Communities takes the protection and proper use of all information very seriously. According to Blackbaud's initial communications, bank account information, usernames, passwords, and Social Security numbers that may have been entered into the affected systems were encrypted and the decryption keys were not compromised. Despite Blackbaud's assurances, our internal investigation discovered that the impacted information may have also included certain unencrypted sensitive information Blackbaud assured us was secured. Rather than relying on the representations made by Blackbaud, and in order to independently verify Blackbaud's investigation, New Communities undertook an extensive review of our database. On or around February 25, 2021, we learned that the potentially impacted data contained some of your personal information, or the personal information of someone under your guardianship, including one or more of the following data elements: name; Social Security number; financial account number; and Medicaid number. While we have no reason to believe any information has been or will be misused, we are providing you with this notification so that you may take steps to protect your personal information. On March 23, 2021, we concluded our investigation and obtained sufficient address information to provide you with this notification.

Based on the nature of the incident, their research, and third-party (including law enforcement) investigation, Blackbaud states that it has no reason to believe that any data went beyond the cybercriminal, was misused, or will be disseminated or otherwise made available publicly. Nevertheless, Blackbaud has hired a third-party security service to monitor for such activity. Blackbaud has assured us that they have taken the necessary steps to protect its systems from any subsequent incidents. As a best practice, we encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. If you discover any suspicious or unusual activity, promptly report such activity to the proper law enforcement authorities.

Please be assured that we take data protection very seriously and we are grateful for our community's continued support and engagement. If you have any immediate concerns or questions regarding this matter, please do not hesitate to contact us at (207) 591-0751.

Sincerely,

New Communities, Inc.

TransUnion

Activation Code: <<Activation Code>>

Complimentary One-Year *my*TrueIdentity Credit Monitoring Service

As a safeguard, we have arranged for you, or someone under your guardianship, to enroll in an online credit monitoring service (*my*TrueIdentity) for one year, at no cost to you, 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 *my*TrueIdentity 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.)