

MASS DESIGN GROUP

1 Chandler Street
Boston, MA 02116

Mailing Address:
PO Box 171683
Boston, MA 02117

hello@massdesigngroup.org
+1 857 233 5788

massdesigngroup.org

[Date]

[Recipient's Name]
[Address]
[City, State, Zip]

Important Security and Protection Notification.
Please read this entire letter.

Dear [Insert customer name]:

We are contacting you because we learned of a data security incident that may have exposed some of your personal information. At this time, we have no evidence that suggests any of your personal information has been accessed, acquired, or used. However, out of an abundance of caution, we are providing this notification. Certain information for residents of specific states is provided at the end of this letter.

What happened?

On March 24, 2021, MASS Design Group was notified of a data security incident on February 19, 2021 involving its physical servers. A forensic cybersecurity consultant completed its investigation and finalized its findings on May 20, 2021 determining that an unknown third-party gained access to a server and launched a ransomware attack that made certain information on that server inaccessible.

What information was exposed?

After an investigation by our cybersecurity consultant, MASS Design determined with a reasonable degree of confidence that certain business files were accessed. We do not believe that the information contains any Personal Identifying Information (PII), and we have no evidence to determine that any PII was accessed, acquired, or used. However, because we cannot completely exclude the possibility that some PII was accessed, we are providing you this notification out of an abundance of caution.

What are we doing?

MASS Design immediately notified outside counsel, and hired a cybersecurity consultant to conduct a forensic investigation into the incident. The malicious software has been removed, and the incident has been remediated. MASS Design has been, and continues to be, thoroughly reviewing and updating its data protection policies and protocols, and engaging with a consultant to improve our overall security to ensure this incident does not occur in the future.

Additionally, to help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 09/30/2021** (Your code will not work after this date.)
- **Contact** Mass Design Group at hello@massdesigngroup.org to receive your unique activation code

- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- **Provide** your unique activation code

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 877.890.9332 by **09/30/2021**. Be prepared to provide engagement number **B014642** as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your 24-month Experian IdentityWorks Membership (Post-Enrollment):

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877.890.9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

What can I do?

As always, stay vigilant for incidents of fraud and identity theft.

If you have questions or concerns about the incident, you may contact Mass Design Group:

MASS Design Group
334 Boylston St UNIT 400,
Boston, MA 02116
857-233-5788
hello@massdesigngroup.org.

If you have questions or concerns about identity theft prevention and protection information, or wish to obtain information from the Federal Trade Commission ("FTC") and the credit reporting agencies about fraud alerts and security freezes, you may contact them at the below addresses.

You may contact the FTC via the federal privacy counsel at privacy.council@gsa.gov, www.ftc.gov, or the FTC directly:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
Telephone: (202) 326-2222

If you would like to request a security freeze, you may also contact each of the three largest consumer reporting agencies in the U.S. You have a right to obtain a security freeze free of charge pursuant to 15 U.S.C. § 1681c-1. Some fees may apply for other services provided by consumer reporting companies.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. 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.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide 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 between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

State Specific Information

Iowa

Please report suspected incidents of identity theft to local law enforcement or the Iowa Attorney General.

515-281-5164
webteam@ag.iowa.gov

Maryland

You may contact the Office of the Attorney General for Maryland for more information on preventing identity theft at:

200 St. Paul Place,
Baltimore, MD 21202
Phone: 410-576-6300
Email: oag@oag.state.md.us
Website: <https://www.marylandattorneygeneral.gov/>

North Carolina

You may contact the Office of the Attorney General for North Carolina for more information on preventing identity theft at:

9001 Mail Service Center
Raleigh, NC 27699-9001
Phone: (919) 716-6400
Website: <https://ncdoj.gov/contact-doj/>

New York

If you have question or concerns about identity theft prevention and protection information, you may contact the N.Y. Office of Information and Technology Service at <https://its.ny.gov/form/contact-its> or 518-242-5045.

Rhode Island

Rhode Island residents have a right to file or obtain a police report. You may also contact the Rhode Island Attorney General for information on preventing identity theft:

150 South Main Street
Providence, Rhode Island 02903
(401) 274-4400
Website: <http://www.riag.ri.gov/>

Washington D.C.

You may contact the Office of the Attorney General for the District of Columbia for more information on preventing identity theft at:

400 6th Street, NW,
Washington, DC 20001
Phone: (202) 727-3400

Email: oag@dc.gov

Sincerely,

MASS Design Group