

WEBSITE NOTIFICATION

INFORMATION REGARDING DATA BREACH

Family Service Rochester (“FSR”) is notifying individuals regarding an incident affecting portions of its computer systems containing personal information. On January 26, 2017, FSR discovered a portion of its files had been encrypted by ransomware. FSR immediately notified law enforcement and initiated an investigation. The investigation identified unauthorized access through a user account from December 26, 2016 to January 25, 2017.

FSR is notifying individuals affected and offering one year of free identity protection services through AllClearID. The information potentially accessed varied, and in some cases may include name, address, date of birth, social security number, driver’s license number, insurance identification number and medical information. The notification mailed to each affected individual will include the specific categories of information potentially accessed for that individual.

FSR takes the privacy and security of its clients’ personal information very seriously and is taking additional steps to ensure the security of its systems.

A dedicated toll-free number has been established that you can call if you have questions related to this incident. That number is (855) 471-8393.

Fraud Prevention Tips

We want to make you aware of steps you may take to guard against identity theft or fraud.

We recommend that potentially impacted individuals remain vigilant for incidents of fraud and identity theft, including by reviewing account statements and monitoring free credit reports. In addition, you can report suspected incidents of identity theft to local law enforcement, Federal Trade Commission (FTC), or your state attorney general. To learn more, you can go to the FTC’s Web site, at www.consumer.gov/idtheft, or call the FTC, at (877) IDTHEFT (438-4338) or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

FSR is not calling or e-mailing individuals regarding this incident and is not asking for credit card information or Social Security numbers over the phone. For more guidance on recognizing scam email, please visit the FTC Website: <http://www.consumer.ftc.gov/articles/0003-phishing>.

You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111,
www.equifax.com

Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

You can obtain additional information from the FTC and the nationwide credit bureaus about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus listed above. As soon as that bureau processes your fraud alert, it will notify the other two bureaus, which then must also place fraud alerts in your file. In addition, you can visit the credit bureau links below to determine if and how you may place a security freeze on your credit report to prohibit a credit bureau from releasing information from your credit report without your prior written authorization:

Equifax security freeze: https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp

Experian security freeze: http://www.experian.com/consumer/security_freeze.html

TransUnion security freeze: <http://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page>

For Maryland and North Carolina Residents - You can obtain information from these sources about preventing identify theft:

- Visit the Federal Trade Commission website at:
www.ftc.gov, or call 1-877-ID-THEFT
or write to this address:
Federal Trade Commission
600 Pennsylvania Avenue NW
Washington, DC 20580
- Maryland: Visit the Maryland Office of the Attorney General at:
oag.state.md.us/idtheft/index.htm, or call 1-410-528-8662
or write to this address:
Consumer Protection Division
Maryland Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
- North Carolina: Visit the North Carolina Office of the Attorney General at:
<http://www.ncdoj.gov/Crime.aspx> or call 1-919-716-6400
or write to this address:
Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001

FOR MASSACHUSETTS RESIDENTS

Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit

report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, mortgages, employment, housing or other services.

If you have been a victim of identity theft and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies listed above.

In order to request a security freeze, you will need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security number;
- Date of birth;
- If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
- Proof of current address (e.g., a current utility bill or telephone bill);
- A legible photocopy of a government issued identification card (e.g., state driver's license or ID card or military identification);
- If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
- If you are not a victim of identity theft, payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit reporting agencies 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.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (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 or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days 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 send a written request to each of the three credit reporting agencies by mail and include 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 reporting agencies have three (3) business days after receiving your request to remove the security freeze.