



Processing Center · P.O. Box 3825 · Suwanee, GA 30024

April 24, 2014



43 1 12008 \*\*\*\*\*AUTO\*\*5-DIGIT 95205

Next of Kin of John Q Sample  
123 Any Street  
Anytown, US 12345-6789



Dear Family of John Q Sample,

JCM Partners (“JCM”) is writing to inform you of an incident that may have involved some personal information of your loved one. This incident may have resulted in unauthorized access to personal information including your loved one’s name, Social Security number, driver’s license number, email address and mailing address.

On March 6, 2014, JCM learned that a file containing personal information of housing applicants was taken from a JCM database and posted on an unauthorized website. We immediately removed the file from the unauthorized website. We launched an internal investigation to determine what information may have been accessed by unauthorized individual(s). We retained an independent, third-party security expert to assist with this investigation. Working with this security expert, we also took steps to better protect the security of personal information at JCM. The investigation is ongoing.

We take this matter, and the security of your loved one’s personal information, seriously. We have not received any reports of fraud or identity-related crimes relating to this incident. Nevertheless, we encourage you to remain vigilant, to review your loved one’s account statements, and to monitor your loved one’s credit reports for suspicious activity.

There are steps you can take to protect your loved one’s credit file. We recommend contacting the three credit reporting agencies listed below to discuss your particular situation and obtain specific guidance. Once you establish a relationship with the credit reporting agency and verify your authorization to make a request on behalf of your loved one, you can request a copy of your loved one’s credit report. A review of the credit report will let you know of any active credit accounts that still need to be closed or any pending collection notices. Be sure to ask for all contact information on accounts currently open in your loved one’s name (credit granters, collection agencies, etc.) so that you can follow through with these entities.

You can also request, in writing, that the report list the following alert:

**“Deceased. Do not issue credit. If an application is made for credit, notify the following person(s) immediately: (list yourself, and/or another authorized relative, and/or executor/trustee of the estate—noting the relationship of any individual listed to your family member—and/or a law enforcement agency).”**



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In most cases, this flag will prevent the opening of new credit accounts in your loved one's name.

Contact information for the three major credit reporting agencies is below:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
www.equifax.com

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
www.experian.com

TransUnion  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
www.transunion.com

You can further educate yourself regarding identity theft, and the steps you can take to protect your loved one's identity, by contacting your state Attorney General or the Federal Trade Commission.

The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, or online at [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), or by calling 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed because of law enforcement involvement.

JCM apologizes for any inconvenience or concern that this caused you. The safety and security of your loved one's personal information remains a top priority of JCM. We have established a confidential privacy line to assist you with any questions regarding the incident. This confidential privacy line can be reached at (877) 979-2595, Monday through Saturday, 8:00 a.m. to 8:00 p.m. CST.

Sincerely,  
JCM Partners, LLC