



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

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

Re: Notice of Data Breach

Dear <<Name 1>>:

I am writing to inform you of a security issue that potentially impacts your personal information. I take the privacy and security of your information very seriously and sincerely apologize for any inconvenience this incident may cause.

What happened and what information was involved:

On March 4, 2019, I was informed by Citrix of a security issue related to our use of their third-party ShareFile service. According to Citrix, an unknown, unauthorized third party gained access to their systems and downloaded documents stored with the Citrix ShareFile environment. At this time, there is no confirmed evidence that any information was actually compromised, but since these documents contained your name, address, date of birth, Social Security number and bank account information, out of an abundance of caution, I am taking steps to mitigate concerns and notifying you of this incident.

What I am doing and what you can do:

Because I value the security of your information, I have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for 12 months provided by TransUnion Interactive, a subsidiary of TransUnion,[®] one of the three nationwide credit reporting companies.

To enroll in this service, go to the *myTrueIdentity* 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.

Once you are enrolled, you will be able to obtain 12 months 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.)

For an additional security precaution, third-party service provider Citrix has implemented a mandatory password reset for all users to mitigate any potential security issues. As a result, Citrix ShareFile users, including my clients, are required to update their ShareFile passwords within the platform.

For more information:

I sincerely regret any inconvenience this incident may cause and assure you that I am 100-percent committed to safeguarding your personal information. If you have any further questions or concerns about this incident, or require assistance enrolling in the free TransUnion credit monitoring services, please contact 855-683-4615, Monday through Friday between 6:00 AM to 6:00 PM Pacific.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lorraine Evans', with a long horizontal flourish extending to the right.

Lorraine Evans
L.D. Evans, CPA

Additional Important Information

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with:

Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf)

Experian (<https://www.experian.com/fraud/center.html>)

TransUnion (www.transunion.com/fraud-victim-resource/place-fraud-alert)

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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)

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

More information can also be obtained by contacting the Federal Trade Commission, Consumer Response Center: 600 Pennsylvania Ave. NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.ftc.gov/idtheft.