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COMMONWEALTH OF MASSACHUSETTS
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October 14, 2027



We write to notify you of an **unauthorized disclosure** of your personal information on August 18, 2025. The disclosed information included your name, MassHealth ID, Social Security Number, date of birth, and address. The recipient reported the receipt of your information and confirmed destruction of the information. We regret any concern that this may cause.

Under Massachusetts law, you have the right to obtain a copy of any police report filed regarding this event. Please note that because the release of your information was not a result of criminal activity, we have not filed a police report. If you are the victim of identity theft, you 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, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from your credit report without your authorization. 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; credit cards; mortgages; employment; housing; or other services.

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by phone, by online form, or by regular, certified or overnight mail at the addresses below:

Equifax Information Services LLC
P.O. Box 105788
Atlanta, GA 30348-5788
(888) 298-0045

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian

P.O. Box 9554

Allen, TX 75013

(888) 397-3742

<https://www.experian.com/freeze/center.html>

TransUnion

P.O. Box 160

Woodlyn, PA 19094

(800) 916-8800

<https://www.transunion.com/credit-freeze>

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

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Current address;
3. Social Security number;
4. Date of birth;
5. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
6. Proof of current address such as a current utility bill or telephone bill;
7. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
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 three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must 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 you can use to authorize the removal or lifting of the security freeze.

To lift the security freeze 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 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 bureaus by mail and include proper identification (name, address, and social security number) and the PIN or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

If you have any questions, or would like additional information, please contact me by email at
Nathaniel.Jaffe@mass.gov.

Sincerely,

/s/Nathaniel Jaffe

Nathaniel Jaffe
Assistant General Counsel, Privacy
Executive Office of Health and Human Services