

Rockland BOCES
c/o Cyberscout
PO Box 245
Bellmawr, NJ 08099

Jane A Smith Jr
123 Main St
Apt A
Sample, XX ABC12 DE34

September 21, 2026

Dear Jane Smith:

Please read this letter in its entirety.

We recently learned that an unauthorized individual gained access to an employee email account. Upon discovering the incident on August 12, 2026, we promptly initiated our incident response procedures, engaged legal counsel, secured the affected account, and began an investigation. Based on our review, information contained within the email account may have included your personal information, such as your test data.

While we have no evidence that any of your personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.

What is Rockland BOCES doing to address this situation?

Protecting personal information is a priority for Rockland BOCES. Upon learning of this incident, we immediately took steps to secure the affected account and reviewed our security measures. We have also implemented additional safeguards and provided supplemental security awareness training to personnel. We remain committed to protecting personal information and assisting individuals who may have been affected by this incident.

In response to the incident, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for twelve (12) months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: **ABC123DEF456**. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What can I do on my own to address this situation?

If you choose not to use these services, we strongly urge you to do the following:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)
P.O. Box 4500
Allen, TX 75013
www.experian.com

Equifax (1-800-525-6285)
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com

TransUnion (1-800-680-7289)
P.O. Box 2000
Chester, PA 19016
www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity.

You can also obtain more information from the Federal Trade Commission (FTC) about identity theft and ways to protect yourself. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

If you are a resident of North Carolina, you can obtain information about preventing identity theft from both the FTC and the North Carolina Attorney General's Office. The North Carolina Attorney General's Office can be contacted at 1-877-566-7226; 114 West Edenton Street Raleigh, NC 27603; and <https://ncdoj.gov/>.

If you are a resident of New York, you may also obtain information about responding to security breaches and protecting against identity theft from the New York Attorney General's Office and other state agencies. You can contact the New York Attorney General's Office at 1-800-771-7755; Office of the New York State Attorney General, The Capitol, Albany, NY 12224-0341; and <https://ag.ny.gov/>.

Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at 1-800-405-6108 and supply the fraud specialist with your unique code listed above.

At Rockland BOCES we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,
Elizabeth Kendall
Director of Business