



TOWN OF CONCORD

September 15, 2021

[REDACTED]

Dear [REDACTED]

The Town of Concord writes to you regarding an incident that may impact the security of your personal information. Unfortunately, due to requirements imposed by Massachusetts law, we are unable to provide further details in this letter. If you do have any questions you can call 1-855-651-2701 for additional information. This letter contains information about our response, and steps you may take to better protect your personal information, should you feel it necessary to do so.

We take this matter and the security of your personal information very seriously. Out of an abundance of caution, we blocked access to old passwords and changed access procedures. As part of our ongoing commitment to the security of personal information in our care, we also reviewed our existing policies and procedures and implemented additional safeguards to enhance the security of information in our possession. In addition to notifying you, we notified state regulators, as required.

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for 24 months.

Should you find it appropriate to take further action, you can find more about how to protect against potential identity theft and fraud in the enclosed *Steps You Can Take to Help Protect Your Information*. There you will also find more information on the credit monitoring services we are offering and how to activate.

We understand you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call 1-855-651-2701, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays. Please have your membership number ready.

We sincerely regret any concern this incident may cause you.

Sincerely,

Stephen Crane
Town Manager