



STATE OF
RHODE ISLAND

Return Mail Processing
[REDACTED]
Claysburg, PA 16625-0589

January 10, 2025

M6788-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345

[EXTRA1] [EXTRA2]

[EXTRA3] [EXTRA4]

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



[NAME],

Your personal information was involved in a recent data breach. This letter tells you about the data breach and what you can do to protect your personal information. Please read this letter carefully. We understand this is a concerning situation, and we thank you for your patience.

What Happened: On December 5, 2024, the State was informed by its vendor, Deloitte, that information in the RIBridges system may have been illegally accessed. However, the State and Deloitte took steps right away to address the situation. Federal law enforcement, federal agencies and the Rhode Island State Police were notified. On December 10, 2024, it was confirmed that RIBridges was breached and, on December 11, 2024, that personal information was compromised. When and how the initial access happened are still being investigated. As of now, it is estimated that information of approximately 650,000 people may have been accessed.

What is RIBridges: RIBridges is a system that the State of Rhode Island uses to provide benefits, health insurance, and other programs to Rhode Islanders. RIBridges is maintained and operated by Deloitte for the State.

What Information was Involved in the Data Breach: The information that may have been exposed includes names, addresses, dates of birth, social security numbers, banking information, telephone number, and health information. The type of information may vary for each individual and program.

What We Are Doing for You

A Call Center Can Help Answer Questions

A call center in English, Spanish, and Portuguese can answer general questions about the breach and provide steps you can take now to protect yourself. The toll-free hotline is 833-918-6603. You can call Monday through Friday from 9 a.m. to 9 p.m. EDT and Saturday and Sunday from 11 a.m. to 8 p.m. EDT through January 19, 2025. After that date, the line will be open Monday through Friday from 9 a.m. to 9 p.m. EDT.

0000001



Free Credit Monitoring and Identify Theft Protection

Recipients of this letter can receive free credit monitoring and identity theft insurance for 5 years and identity restoration for your lifetime through Experian. The instructions to enroll are below. **Ensure that you enroll by April 30, 2025 (Your code will not work after this date.)**

For adults:

- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Use this **activation code**: [REDACTED]
- If enrolling over the phone, be prepared to provide engagement number [REDACTED]

For children under 18 years old:

- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/minorplus>
- Use this **activation code**: [REDACTED]
- If enrolling over the phone, be prepared to provide engagement number [REDACTED]
- Provide your minor's information when prompted.

To enroll by phone as an adult or a child, please contact Experian's customer care team at 833-918-6603 by April 30, 2025 (5:59 UTC). Be prepared to provide the adult or child engagement number (above) as proof you should get free credit monitoring. You can also call that number if you have questions about the products or if you need help with identity restoration because of this breach.

What You Can Do

1. **Monitor Your Accounts** –We strongly encourage you to look out for signs of identity theft. Review your account statements, credit reports, and explanations of insurance benefits for unusual activity and to detect errors. Any charges or other activity that you do not recognize should be immediately reported to your insurance company, health care provider, and/or financial institution. Additionally:
 - **Change your passwords**; and
 - **Use multi-factor authentication**. This should require a one-time passcode via text message or email or an authenticator app in addition to password.
2. **Credit Freeze (also called Security Freeze)** – You can place a “credit freeze” (also called a “security freeze”) on your credit report for free. **Credit freezes must be placed with each of the three credit bureaus: Equifax, Experian, and TransUnion.** Contact information for each of the credit bureaus are provided below.
 - A credit freeze restricts access to your credit report and helps **protect you from fraud**. When you place a credit freeze, creditors cannot access your credit report. This will prevent loans and any new credit from being approved in your name.
 - If you freeze your credit, **you will still be able to use your credit card**.
 - You can **lift the freeze at any time**.
 - To place a freeze by phone or mail, you may need to provide full name, Social Security number, date of birth, current address, and sometimes previous addresses, along with a copy of a government-issued ID like a driver's license. You can **learn more about credit freezes at the following website: www.usa.gov/credit-freeze**

3. **Identity Theft Reporting** – Please note that you have the right to file a police report if you ever experience identity theft or fraud, but you will likely need to provide proof that you have been a victim. Further, you may report instances of known or suspected identity theft to the **Rhode Island Office of the Attorney General, Consumer Protection Unit 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov**.
4. **Free Credit Reports** – Additionally, under U.S. law, you are entitled to one free credit report once every 12 months from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.
5. **Fraud Alerts** – You have the right to place an initial or extended “fraud alert” on a credit file for free for one year. If you place a fraud alert, a business is required to take steps to verify your identity before extending new credit. If you are the victim of identity theft, you can get an extended fraud alert for seven (7) years. You can contact any of the three major credit reporting bureaus listed below to place such fraud alerts. **If you ask one credit bureau to place a fraud alert on your file, they will report it to the remaining two credit bureaus for you.**
6. **Further Information** – Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect their personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by using the contact information listed above.

You may also visit cyberalert.ri.gov for more updates on the data breach and information on protecting yourself.

Credit Freeze and Fraud Alert Contact Information – Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Credit Bureau	Equifax	Experian	TransUnion
Online	www.equifax.com/personal/credit-report-services	www.experian.com/help/	www.transunion.com/customer-support/
By Phone	1-888-298-0045	1-888-397-3742	1-800-916-8800
By Mail: Fraud Alert (alerting one alerts them all)	Equifax Fraud Alert, P.O. Box 105069, Atlanta GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen TX, 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
By Mail: Credit Freeze (each bureau must be alerted individually)	Equifax Credit Freeze Alert, P.O. Box 105788, Atlanta GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen TX, 75013	TransUnion Credit Freeze, P.O. Box 160, Chester, PA 19094



ATTENTION: Language assistance services are available to you free of charge. Call . 1-855-697-4347 (TTY 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-697-4347 (TTY 711)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-697-4347 (TTY 711)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-697-4347 (TTY 711)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-855-697-4347 (TTY 711)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ ក៏អាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-855-697-4347 (TTY 711)

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-697-4347 (ATS 711)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-855-697-4347 (TTY 711)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-855-697-4347 (TTY 711)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (رقم هاتف الصم والبكم: 1-855-697-4347 TTY 711

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-697-4347 (телетайп 711)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-697-4347 (TTY 711)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-697-4347 (TTY 711)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-697-4347 (TTY 711) 번으로 전화해 주십시오

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-697-4347 (TTY 711).

Dè dɛ nià kɛ dyédɛ gbo: ɔ jũ ké n̄ [Bàsɔ̀ò-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò bɛin n̄ gbo kpáa. Ɖá 1-855-697-4347 (TTY 711)

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