



Dear Customer:

If you feel you have been a victim of identity theft, in order for our Company to conduct a full investigation of your claim and make an informed decision regarding your account, it is required that you provide the following:

- Three (3) forms of Identification (driver's license, certified birth certificate, passport, Social Security card, military ID, etc.);
- Proof of current residence (gas, water, or electric billing statement);
- Proof of two (2) previous addresses;
- Copy of a filed police report; and

A Copy of either:

(a) complaint filed with the Massachusetts Attorney General (see instructions at http://www.mass.gov/Cago/docs/Consumer/93h_sampleletter_residents.pdf),

Or:

(b) complaint filed with the Federal Trade Commission (see instructions at <http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/filing-a-report.html>)

After receipt of these official documents and completion of our investigation, the Company will contact you with our decision.