



## Director's Office

One Capitol Hill | Providence, RI 02908 | (401) 222-2280

Thomas Verdi, Acting Director

March 20, 2026

**SENT VIA FIRST-CLASS MAIL:**

The Honorable Attorney General Peter F. Neronha  
Office of the Rhode Island Attorney General  
150 S Main St.  
Providence, RI 02903



Dear Attorney General Neronha:

In accordance with R.I. Gen Laws § 11-49.3-4(a)(2)(i), the Rhode Island Department of Administration is writing to formally inform you of a recent matter involving the data of some State of Rhode Island ("State") employees and retirees.

This matter involved some envelopes that were mailed to approximately 18,000 State employees and retirees which contained Form W-2Cs ("W-2C"). The State intends to distribute individual notifications to potentially affected individuals as soon as possible, but no later than required by R.I. Gen Laws § 11-49.3-4(a)(2)(i). The individual notifications will be sent through U.S. mail, postage pre-paid, and in security envelopes to all W-2C recipients. Enclosed is a copy of the State's notification to potentially affected individuals. Prior to mailing, the State will secure Experian to provide a dedicated call center, credit monitoring, and other remediation services, at which time the letter's placeholders will be filled in with the appropriate information.

The State takes the security of its employees and of all Rhode Island residents extremely seriously. We appreciate our partnership with the Attorney General with respect to this matter and we will keep your office apprised of developments in this matter. If you have any further questions, please feel free to reach out to me at any time.

Sincerely,

A handwritten signature in blue ink that reads "Thomas H. Verdi".

Thomas Verdi  
Acting Director  
Department of Administration

TV/njr

Enclosure



## Director's Office

One Capitol Hill | Providence, RI 02908 | (401) 222-2280

Thomas Verdi, Acting Director

[Date]

Dear [name],

The State of Rhode Island ("the State") is writing to inform you of a matter involving certain mailed tax documents.

On February 25, 2026, the State mailed several Form W-2Cs ("W-2C") to approximately 18,000 individuals who were employed by the State during calendar year 2025 and retirees for purposes of individual tax filing. On February 28, 2026, it came to our attention that some Social Security Numbers ("SSNs") may have been visible due to the transparency of some of the envelopes used to mail the documents. This issue was not present on every envelope that was mailed and SSNs were not viewable through the clear window containing recipient name and address. After we became aware of this problem, the State ensured that all subsequent envelopes used for mailing W-2C forms were appropriately opaque.

The State is offering you free credit monitoring and other services through Experian as set forth below.

### Services

#### **Free Credit Monitoring and Identify Theft Protection**

Recipients of this letter can receive free credit monitoring and identity theft protection for 5 years through Experian. The instructions to enroll are below. Ensure that you enroll by [date], as 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: [code]
- If enrolling over the phone, be prepared to provide engagement number [number]

For employees under 18 years old:

- Visit the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/minorplus>

- Use this activation code: **[code]**
- If enrolling over the phone, be prepared to provide engagement number **[number]**
- Provide your relevant information when prompted.

To enroll by phone as an adult or an employee under 18 years old, please contact Experian's customer care team at 833-918-6603 by **[date]**. Be prepared to provide the relevant engagement number (above) and code 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.

### **Best Practices for Protection Against Identity Theft**

**1. Monitor Your Accounts** – Always 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](http://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](http://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](http://www.annualcreditreport.com) or call, toll-free,

1-877-322-8228. You may also directly contact the 3 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 7 years. You can contact any of the 3 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 2 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](http://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.

**Credit Freeze and Fraud Alert Contact Information** – Should consumers wish to place a credit freeze or fraud alert, please contact the 3 major credit reporting bureaus listed below:

Credit Bureau	Equifax	Experian	TransUnion
Online	<a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>	<a href="http://www.experian.com/help/">www.experian.com/help/</a>	<a href="http://www.transunion.com/customer-support/">www.transunion.com/customer-support/</a>
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