



Keystone Tax Services, Inc
11061 BUSTLETON AVE., PHILADELPHIA, PA 19116

08/31/2023

Dear Valued Client,

Subject: Important Information Regarding Recent Security Incident

We are writing to let you know about some recent unusual system activity we've detected. We value transparency and take the responsibility of safeguarding your information seriously. Therefore, we wanted to inform you as we take precautionary steps to understand what happened and how it might relate to your information. We are taking this matter extremely seriously and have immediately initiated a comprehensive response.

What Happened

On 08/28/2023, we became aware of irregular activity in our digital systems. We promptly took steps to secure our network and began an investigation to determine the extent of the incident. We have engaged a leading third-party cybersecurity firm to assist with this investigation and to establish measures to prevent future incidents.

What You Can Do

1. If you have received a notice/letter from the IRS regarding a rejection of your tax return, please contact us immediately to file the proper Identity Theft Affidavit (Form 14039) with the IRS.
2. **Account Monitoring:** Consider enabling monitoring services to track unauthorized account activity in any of your accounts and check for any irregularities that might have taken place. Resources have been listed at the end of this letter.
3. **Be Cautious:** Be wary of unsolicited communications asking for personal details.

What We Are Doing

1. **Immediate Actions:** Our IT team, in collaboration with cybersecurity experts, is working diligently to ensure our network has been secured.
2. **Legal & Regulatory Compliance:** We have consulted legal advisors and are coordinating with regulatory and IRS authorities about this incident.

What We Will Do Next

1. **The IRS has been notified and will put a pre-screen filter over your tax identification number as an added layer of protection for the coming tax year.**
2. **Ongoing Updates:** We will provide regular updates as we learn more.
3. **Security Measures:** We are committed to implementing enhanced security measures, including advanced encryption techniques and additional firewall protections.
4. **Client Follow-up:** We plan to reach out again to ensure you are fully informed of our progress and any next steps you may need to take.

Resources:

Below are several Credit Bureaus you may contact to proactively protect your identity. In the event of any compromise you may seek services from the following:

- Equifax Credit Information Services - Consumer Fraud Division
Tel: (800) 997-2493
www.equifax.com
- Experian
Tel: (888) EXPERIAN (397-3742)
www.experian.com
- Trans Union Fraud Victim Assistance Dept.
Tel: (800) 680-7289
www.transunion.com

Please reach out to our office for any queries or concerns you may have. We value your relationship with Keystone Accounting and we are committed to resolving this issue as quickly as possible.

Sincerely,

Joseph Oommen, CPA