

March 22, 2024

Dear Residents and Families;

It has come to our attention that a few monthly payments submitted to the Bank of America lock box have been fraudulently cashed. We have connected with the Treasury team at Johns Hopkins to report the concern as well. The checks that have been compromised have been mailed from both Grand Oaks and private addresses. We are unsure when/where any fraudulent activity is occurring between these locations and the lock box. We will continue to follow up and report any concerns to both Bank of America and the Johns Hopkins Treasury department.

We have contacted any families who have not had payments post to their Grand Oaks' account to inquire about payment status. We will continue to follow our standard collection process when payments have not posted to you/your loved one's account and contact you directly. It is recommended that you verify that recent payments have been appropriately cashed by viewing the check copies with your bank. Compromised payments appear to have the Grand Oaks name white washed off the check then replaced with a personal name.

Please reach out if you have any additional questions or concerns.

Sincerely,

Laurie Henley

Laurie Henley
Executive Director



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