

NOTICE OF DATA BREACH

What Happened?	<p>The Retirement System contracts with vendors to provide SFERS members with on-line access to their account information. One of the vendors, 10up Inc., set up a test environment on a separate computer server which included a database containing data from approximately 74,000 SFERS member accounts as of August 29, 2018. The server data was not subsequently updated.</p> <p>On March 21, 2020, 10up Inc. learned that this server had been accessed by an outside party on February 24, 2020. The vendor promptly shut down the server and began an investigation. The vendor found no evidence that the information of SFERS members was removed from its server, but at this time, it cannot confirm that the information was not viewed or copied by an unauthorized party. On March 26, 2020, the vendor notified SFERS of the server breach and both SFERS and the vendor continue to investigate the potential exposure of data.</p>
What Information Was Involved?	<p>Social Security Numbers (SSN) and Bank Account Numbers were not included in the data file that was potentially breached.</p> <p>For Active SFERS Members: <u>If you had not registered on the SFERS website,</u> the specific information pertaining to you as of August 29, 2018, that may have been exposed due to the breach included the following:</p> <ul style="list-style-type: none">• Full Name• Full Home Address• Date of Birth• Designated Beneficiary Full Name (if any)• Designated Beneficiary Date of Birth• Designated Beneficiary Relationship to Member <p><u>If you had registered on the SFERS website,</u> the specific information pertaining to you as of August 29, 2018, that may have been exposed due to the breach included the following:</p> <ul style="list-style-type: none">• Full Name• Full Home Address• Date of Birth• Designated Beneficiary Full Name (if any)• Designated Beneficiary Date of Birth• Designated Beneficiary Relationship to Member• SFERS Website UserName, Security Questions and Answers <p>For Retired SFERS Members and Continuants: <u>If you had not registered on the SFERS website,</u> the specific information pertaining to you as of August 29, 2018, that may have been exposed due to the breach included the following:</p> <ul style="list-style-type: none">• Full Name• Full Home Address• Date of Birth• Designated Beneficiary Full Name (if any)• Designated Beneficiary Date of Birth• Designated Beneficiary Relationship to Member• IRS Form 1099R Information, excluding SSN

	<ul style="list-style-type: none"> • Bank ABA (routing) Number if you have Direct Deposit <p><u>If you had registered on the SFERS website</u>, the specific information pertaining to you as of August 29, 2018, that may have been exposed due to the breach included the following:</p> <ul style="list-style-type: none"> • Full Name • Full Home Address • Date of Birth • Designated Beneficiary Full Name (if any) • Designated Beneficiary Date of Birth • Designated Beneficiary Relationship to Member • IRS Form 1099R Information, excluding SSN • Bank ABA (routing) Number if you have Direct Deposit • SFERS Website UserName, Security Questions and Answers
<p>What We Are Doing</p>	<p>Within hours of discovering the potential data breach, 10up locked the server. SFERS has implemented a password reset requirement for all members logging into the SFERS website.</p>
<p>What You Can Do</p>	<p><u>For SFERS active members who had registered on the SFERS website and for all retired members and continuants:</u></p> <p>Your personal financial information may be misused. If you have used your SFERS password and/or security questions and responses elsewhere, you should change them now. To help protect your identity, we are offering a complimentary one-year membership of Experian’s® IdentityWorksSM. This product provides you with identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:</p> <ul style="list-style-type: none"> • Ensure that you enroll by August 31, 2020 (Your activation code will not work after this date) • Visit the Experian IdentityWorks website to enroll: https://experianidworks.com/3bcredit • Provide your activation code: Mailed to your SFERS address on record • Engagement #: DB20311 <p>If you have questions about Experian’s IdentityWorks, need assistance with identity restoration, or would like an alternative to enrolling in Experian’s IdentityWorks online, please contact Experian’s customer care team at 855-528-6521 by August 31, 2020.</p> <p>Please note that this Identity Restoration support is available to you for one year from the date of this letter. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.</p> <p>In addition, all SFERS members and continuants can learn more regarding steps you can take to protect yourself from identity theft at the following websites:</p> <ul style="list-style-type: none"> • Federal Trade Commission (1-877-ID-THEFT) at www.identitytheft.gov • California Attorney General (1-800-952-5225) at www.oag.ca.gov/idtheft

For More Information

For more information regarding the data breach, visit *Incident FAQs* at <https://mysfers.org/resources/faq/incident-faqs/>

Again, we apologize for any difficulty this potential breach of your personal data may cause you. SFERS takes the incident seriously and is committed to protecting member personal information.