



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

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<<Date>>

Notice of Data Breach

Dear <<Name 1>>,

At 211 LA County, we value the relationships we have with the Los Angeles community and understand the importance of protecting the personal information provided by community members in calls to our help lines. We are writing to notify you about a security incident that may have involved your information. This notice explains the incident, measures we have taken, and some additional steps you can take in response to help protect your information.

What Happened

An outside security firm recently advised us that a database we use to record call information was accessible over the internet. Upon learning of this, we immediately initiated an internal review and reconfigured and restricted external access to the information. We also hired a leading computer security firm to help determine how this happened and the extent of the incident.

Our investigation determined that the incident was caused by an employee who inadvertently misconfigured the settings during a recent upgrade, which caused a database file to be accessible from the internet. Our investigation also confirmed that the only unauthorized access was by the security firm who initially reported this incident to us, which access took place between March 14 and April 23, 2018. The security firm has assured us that all copies of the data have been destroyed. Based on our investigation to date, we have no evidence of any misuse of your information.

What Information Was Involved

The database contained information related to a call to 211 LA County that included your name and Social Security number, and driver's license number provided during the course of the phone call.

What We Are Doing

To help prevent a similar incident from happening in the future, 211 LA County reconfigured processes and procedures so that this information is no longer accessible from the internet and added additional security to our internet-based storage platforms. We also are providing additional and ongoing staff data security training, reviewing existing security and privacy policies, and enhanced the security protections we already have in place.

What You Can Do

Even though we have no evidence of any misuse of your information, out of an abundance of caution, we are offering you a complimentary one-year membership to Experian's® IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

For More Information

We regret any inconvenience or concern this incident may cause. If you have questions, please call 888-398-6844, Monday through Friday from 6:00 a.m. to 6:00 p.m. Pacific Time.

Sincerely,

A handwritten signature in black ink, appearing to read "Maribel Marin". The signature is fluid and cursive, written in a professional style.

Maribel Marin
Executive Director
211 LA County

Activate IdentityWorks Credit 3B Now in Three Easy Steps

- Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** <<Enrollment Code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by <<Enrollment Deadline>>. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. 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.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

Regardless of whether you choose to take advantage of the complimentary credit monitoring, we remind you to remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft