

name  
address  
address

October 27, 2017

## NOTICE OF DATA BREACH

Dear [name]:

Chiorini, Hunt & Jacobs values and respects your privacy; accordingly, we are writing to advise you about the potential exposure of some of your information. In decades of business, this is our first encounter with a data breach. Your privacy and security are of the utmost important to us and we very sincerely apologize for any inconvenience this has caused. Below we have outlined what happened, the steps we have taken so far, and provided guidance on general best practices for identity theft protection.

### What Happened?

On September 27, 2017, we became aware that some clients received an e-mail that appeared to be from David Jacobs, but it was not. All firm email credentials were immediately changed and we began an investigation into the matter, including hiring a third-party IT firm. After a thorough investigation, the IT firm has determined that the [david@chj.com](mailto:david@chj.com) email account credentials were compromised and used on July 1, 2017 and September 27, 2017, to access our externally hosted email server. The attacker had access to email boxes for [david@chj.com](mailto:david@chj.com), [elaina@chj.com](mailto:elaina@chj.com) and [vanessa@chj.com](mailto:vanessa@chj.com). Because of this breach, we are notifying you out of an abundance of caution. However please note there was no access to our internal network, servers, or the data within those systems.

### What Information Was Involved?

Any information received from or sent to [david@chj.com](mailto:david@chj.com), [elaina@chj.com](mailto:elaina@chj.com) and [vanessa@chj.com](mailto:vanessa@chj.com) may have been compromised. In some cases this could have included a copy of a tax return which involves your full name, birthdate, telephone number(s), address, Social Security number, or W-2s, 1099s and various other tax related documents, and direct deposit bank account information including routing numbers and account numbers if provided to us. Despite the use of encrypted password protected email attachments since 2011, your data still could have been compromised.

### What We Are Doing.

In addition to the steps outlined above, we notified the Federal Bureau of Investigation, the three credit bureaus, and applicable state agencies. Further, we are reviewing the most recent security offerings from Microsoft, our email host, to help prevent such an event from occurring again. For the time being all outgoing email from this firm that contains personal identification information will be sent via Sharefile, a secure file sharing service. Please do not send us email that includes personal identification information in an insecure transmission.

Lastly, we are providing all potentially impacted adults with one year of myTrueIdentity, an online credit monitoring service, provided by TransUnion Interactive, a subsidiary of TransUnion®. To enroll in this service, go to the myTrueIdentity website at [www.mytrueidentity.com](http://www.mytrueidentity.com) and in the space referenced as "Enter Activation Code", enter the following 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.

You can also sign-up for the online credit monitoring service anytime between now and January 31, 2018. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for minors, individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The

service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

If you believe you may be a victim of identity theft, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the following 6-digit telephone pass code **697275** to speak to a TransUnion representative about your identity theft issue.

Special note for minors affected by this incident: The same services referred to above may not be available to affected minors. As an alternative, parents/legal guardians can check to see if your child may be a victim of identity theft by using TransUnion's secure online form at [www.transunion.com/childidentitytheft](http://www.transunion.com/childidentitytheft) to submit your information so TransUnion can check their database for a credit file with your child's Social Security Number. After TransUnion's search is complete, they will respond to you at the email address you provide. If they locate a file in your child's name, they will ask you for additional information in order to proceed with steps to protect your child from any impact associated with this fraudulent activity.

**What You Can Do.**

Regardless of whether you choose to take advantage of the identity monitoring services we are offering, given the nature of the information potentially exposed, we strongly recommend the following steps be taken:

1. Change the bank account number you provided to us, or at a minimum monitor all such bank activity.
2. Establish free 90 day fraud alerts with the three credit reporting bureaus. Their contact information is:

Equifax P.O. Box 740241 Atlanta, GA 30374 1-888-766-0008 <a href="https://www.alerts.equifax.com/Au/toFraudOnline/jsp/fraudAlert.jsp">https://www.alerts.equifax.com/Au/toFraudOnline/jsp/fraudAlert.jsp</a>	Experian P.O. Box 2104 Allen, TX 75013 1-888-397-3742 <a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a>	TransUnion P.O. Box 2000 Chester, PA 19022 1-800-680-7289 <a href="http://www.transunion.com/fraud-victim-resource/place-fraud-alert">http://www.transunion.com/fraud-victim-resource/place-fraud-alert</a>
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3. Consider placing a credit freeze on your accounts which will make it more difficult for someone to open an account. For more information visit: <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>
4. If you become a victim of identity theft, file a complaint with the Federal Trade Commission at <https://identitytheft.gov> and law enforcement. The FTC also provides detailed and specific information about identity theft at their website, which I recommend you review.

Lastly, you are entitled to a free credit report every year from each of these agencies at: [www.annualcreditreport.com](http://www.annualcreditreport.com)

**For More Information.**

For further information, please do not hesitate to call us at (831) 423-3883, or write me at [david@chj.com](mailto:david@chj.com) or 901 Center St, Santa Cruz, CA 95060 with any questions or concerns you may have.

Very truly yours,

David Jacobs, CPA  
Chiorini, Hunt & Jacobs

### **Information about Identity Theft Protection**

We recommend that you be vigilant in reviewing account statements and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

**Equifax:** P.O. Box 740241, Atlanta, GA 30374-0241, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)  
**Experian:** P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)  
**TransUnion:** P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, [www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report. Further, promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may also contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

**You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

- **Federal Trade Commission**, Consumer Response Center  
600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)
- **California Residents:** Visit the California Office of Privacy Protection ([www.privacy.ca.gov](http://www.privacy.ca.gov)) for additional information on protection against identity theft.
- **Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Fraud Alerts:** There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-877-478-7625, [www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com)  
Experian: 1-888-397-3742, [www.experian.com](http://www.experian.com)  
TransUnion: 1-800-680-7289, [fraud.transunion.com](http://fraud.transunion.com)

**Credit Freezes:** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax: P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)  
Experian: P.O. Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)  
TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, [freeze.transunion.com](http://freeze.transunion.com)

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.