



10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

August 8, 2022

Re: Notice of Data <<Variable 1>>

Dear <<FirstName>> <<LastName>>,

We are writing to provide you with information about a recent data security incident that may have involved your personal information. The City of Maywood (“Maywood”) strives to maintain the privacy and security of all information within our possession. We are writing to notify you of this incident, offering complimentary identity monitoring services, and informing you about steps you can take to help safeguard your personal information.

What Happened. In early March 2022, Maywood became aware of unusual activity involving an employee’s email account. In response, we immediately took steps to secure our digital environment and engaged a leading cybersecurity firm to assist with an investigation. This investigation determined that one employee email account may have been accessed without authorization. After a comprehensive review of the potentially affected data within the email account, we determined some of your personal information may have been involved in this incident. We then took steps to gather contact information needed to provide notification to potentially affected individuals. This process was completed on July 27, 2022.

Please note this incident was limited to information transmitted by email and did not impact any other Maywood information systems. Additionally, Maywood is not aware of any misuse or attempted misuse of information. Nonetheless, out of an abundance of caution, we are notifying you of this incident and offering resources to help you protect your personal information.

What Information Was Involved. The potentially affected information may have included your <<Variable 2>>.

What We Are Doing. As soon as we discovered this incident, we took the steps described above. As part of the response process, we implemented additional measures to reduce the risk of a similar incident occurring in the future.

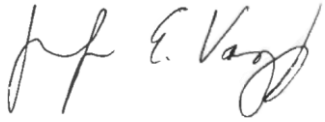
Additionally, Maywood is providing you with information about steps that you can take to help protect your personal information and, as an added precaution, is offering you complimentary identity theft protection services through IDX. These identity protection services include: <<12/24 months>> of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do. We recommend that you activate your complimentary IDX services by calling 1-800-939-4170 or going to IDX and using the enrollment code provided above. Representatives are available from 6:00am to 6:00pm Pacific Time from Monday to Friday. Please note that deadline to enroll is November 8, 2022. A description of the services being provided are included with this letter. In addition, we recommend that you review the guidance included with this letter about additional steps you can take to protect your personal information.

For More Information. If you have questions or need assistance, please contact IDX at 1-800-939-4170, Monday through Friday from 6:00am to 6:00pm Pacific Time, excluding major U.S. holidays. IDX representatives are fully versed on this incident and can answer questions you may have regarding the protection of your personal information.

Maywood takes this matter very seriously. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer E. Vasquez". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jennifer E. Vasquez
City Manager

City of Maywood
4319 E. Slauson Ave.
Maywood, CA 90270

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.