



Marks & Associates

23801 Calabasas Road, Suite 2026, Calabasas, CA 91302 Phone: (818) 591-7560 Fax: (818) 591-7208

www.markscpas.com

August 13, 2019

Name
Address
Address
Address

Notice of a Data Breach

Dear:

Please read this letter in its entirety. It contains important information regarding protection of the personal information of you and your household members.

What happened?

We were unfortunately the victims of a social engineering scam that allowed an unauthorized party or parties to access one of our employee's email accounts and other portions of our network in November 2018. Although our IT support responded immediately by shutting down access to the account, replacing our entire server and implementing additional security measures, a recent forensic investigation found that our system was likely compromised. No evidence was found that files from our system were extracted in the incident. Due to the high percentage of e-file rejections in the tax season, we have engaged a third party and outside IT and information security consultant to further investigate, evaluate and respond to the situation. Although data breaches have been commonplace even in the most secure environments, we regret that this incident has occurred.

What information was involved?

Based on the review of this situation by IT support and outside consultants and their examination of the impacted account and our network, it is possible that personal data belonging to you and members of your household, including dependents, was potentially exposed to the unauthorized party or parties. The personal information accessed may have included your name in combination with other data elements, such as a social security number.

Because we have a concern that your personal information may have been accessed and potentially misused, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have. We are also recommending that you take the protective measures listed below.

What we are doing to address this situation?

Marks & Associates made immediate enhancements to our systems, security and practices. Additionally, we have engaged appropriate consultants to assist us in conducting a full review of our security practices and systems to ensure that appropriate security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation.

We recommend that you check whether you are eligible for enhanced credit monitoring as a victim of the Equifax data breach by going to this authorized site for the victims of the Equifax breach: <https://eligibility.equifaxbreachsettlement.com/en/eligibility>. If you qualify you may apply for multiple year credit monitoring by following the links on the site.

We are strongly urging all customers to consider doing the following:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

Experian (1-888-397-3742)

P.O. Box 4500

Allen, TX 75013

www.experian.com

Equifax (1-800-525-6285)

P.O. Box 740241

Atlanta, GA 30374

www.equifax.com

TransUnion (1-800-680-7289)

P.O. Box 2000

Chester, PA 19016

www.transunion.com

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to Marks & Associates.

Other Important Information

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

At Marks & Associates we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,

Neal Marks