



## EASTERN LOS ANGELES REGIONAL CENTER

1000 S. Fremont Ave. • P.O. Box 7916 • Alhambra, CA 91802-7916 • (626) 299-4700 • FAX (626) 281-1163

<<Date>> (Format: Month Day, Year)

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### NOTICE OF DATA BREACH

Dear <<first\_name>>:

We are writing to inform you of a data security incident that may have involved your information as described below.

Eastern Los Angeles Regional Center (ELARC) takes the privacy and security of all information very seriously. While we have no evidence to suggest that any of the impacted information was subject to actual or attempted misuse during this incident, it is crucial that we be as supportive and transparent as possible. That is why we are writing to inform you about the incident, our response, and steps you can take to help protect your information, should you feel it appropriate to do so.

#### **What Happened:**

On July 15, 2021, ELARC learned of suspicious activity related to one employee email account. Upon discovery, ELARC took swift action to secure its email system and network. ELARC also immediately launched an internal investigation and engaged leading, independent cybersecurity specialists. Based on this investigation, ELARC confirmed on August 11, 2021, one employee email account was subject to unauthorized access for a limited period of time on July 15, 2021.

While we have no reason to believe that any information within the affected email account was subject to actual or attempted misuse during this incident, we are providing this notification to you out of an abundance of caution and so that you may monitor your information and take advantage of the complimentary resources being offered to you.

#### **What Information Was Involved:**

The types of information that may have been impacted include: your first and last name, Social Security number, ELARC-issued unique client identifier number, Tax ID number, information regarding your medical history, treatment or diagnosis, and/or health insurance information.

#### **What We Are Doing:**

We have taken every step necessary to address the incident and are committed to fully protecting all of the information that you have entrusted to us. Upon learning of this incident, we immediately took the steps described above. We have also implemented additional technical safeguards to further enhance the security of information in our possession and prevent similar incidents from happening in the future.

In addition, we have arranged for you to activate, at no cost to you, an online identity monitoring service for 12 months provided by Kroll. Due to privacy laws, we cannot register you directly. Additional information regarding how to activate the complimentary identity monitoring service is enclosed.

#### **What You Can Do:**

We recommend that you remain vigilant in regularly reviewing and monitoring all of your accounts and explanation of benefits statements to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution or company. We have provided additional information below, which contains more information about steps you can take to help protect yourself against fraud and identity theft.

**For More Information:**

**ELARC has established a dedicated assistance line to address any questions you may have which can be reached at 1-855-651-2690, Monday through Friday, 6 a.m. to 3:30 p.m. Pacific Time, excluding major US holidays. You may also contact ELARC by mail at P.O. Box 7916, Alhambra, CA 91802. The security of our consumers' information is of the utmost importance to us. We stay committed to protecting your trust in us and continue to be thankful for your support.**

Sincerely,

A handwritten signature in black ink, appearing to read 'Edith Hernandez-Daniels', with a stylized flourish at the end.

Edith Hernandez-Daniels  
Chief of Consumer Services

## STEPS YOU CAN TAKE TO HELP PROTECT INFORMATION

### Activate Identity Monitoring Services

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until **December 12, 2021** to activate your identity monitoring services.

Membership Number: <<Membership Number s\_n>>

### TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

#### Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

#### Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

You can sign up for the online identity monitoring service anytime between now and **December 12, 2021**. Due to privacy laws, we cannot register you directly. Activating this service will not affect your credit score. You must be over age 18 with a credit file activate these services.

#### Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;

5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<p><b>TransUnion</b>            1-800-680-7289  <a href="http://www.transunion.com">www.transunion.com</a>  <b>TransUnion Fraud Alert</b>            P.O. Box 2000            Chester, PA 19016-2000  <b>TransUnion Credit Freeze</b>            P.O. Box 160            Woodlyn, PA 19094</p>	<p><b>Experian</b>            1-888-397-3742  <a href="http://www.experian.com">www.experian.com</a>  <b>Experian Fraud Alert</b>            P.O. Box 9554            Allen, TX 75013  <b>Experian Credit Freeze</b>            P.O. Box 9554            Allen, TX 75013</p>	<p><b>Equifax</b>            1-888-298-0045  <a href="http://www.equifax.com">www.equifax.com</a>  <b>Equifax Fraud Alert</b>            P.O. Box 105069            Atlanta, GA 30348-5069  <b>Equifax Credit Freeze</b>            P.O. Box 105788            Atlanta, GA 30348-5788</p>
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#### **Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.