



<<DATE>>

<<first\_name>> <<last\_name>> <<suffix>>,  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state>> <<postal code>>

## **Re: Notice of Data Breach**

Dear <<first\_name>> <<last\_name>> <<suffix>>,

I am writing to provide you with information about a cybersecurity incident we experienced. This notice explains what happened, what information of yours may have been affected, what measures we are taking, and steps you can take in response. While we are not aware of any actual or attempted misuse of your information, we are providing you with an overview of the incident, our ongoing response, and resources available to you right now to help protect your information, should you feel it is appropriate to do so.

### **What Happened**

On October 17, 2023, the Department of Children's and Family Services (DCFS) fell victim to a cyber-attack. Specifically, a malicious actor or actors were able to access DCFS's Microsoft Office 365 the account of a DCFS employee using a multi-factor authentication attack, otherwise known as push notification spamming. Due to DCFS's email exchanges with the Department of Mental Health (DMH), the malicious actor or actors were able to send an email to a DMH employee and access the employee's Microsoft Office 365 account. We believe the cyber-attack provided the attacker access to certain personal information, as described below. Though we have no evidence that any personal information has been misused, out of an abundance of caution, we are notifying you now of this cyber-attack and providing you information you can use to proactively take steps to protect yourself and your information.

### **What Information Was Involved**

The personal information that may have been obtained includes your name, date of birth, social security number, address, telephone number, medical record number, health insurance information, diagnosis, and treatment information.

### **What We Are Doing**

Data privacy and security are among our highest priorities, and we have extensive measures in place to protect information entrusted to us. Upon discovering the incident, we acted swiftly to disable the impacted accounts and reset the Microsoft Office 365 and multi-factor authentication credentials. We also notified law enforcement and cooperated with law enforcement's investigation. Once our investigation determined which accounts had been compromised, we initiated a comprehensive review, with the assistance of industry leading forensic specialists, to identify any personally identifying information or personal health information in the impacted accounts. On December 20, 2023, we completed our investigation and determined that certain elements of your personal information may have been impacted by this event.

We are also reviewing and updating our security policies, procedures, and controls. We have also notified Microsoft of the vulnerability in the Microsoft Office 365 multi-factor authentication that was exploited by the malicious actor or actors. We have since implemented new security controls to address this specific attack.

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <<IDMonitoringURL>> to activate and take advantage of your identity monitoring services.

You have until <<Date>> to activate your identity monitoring services.

Membership Number: <<Member ID>>

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

Additional information describing your services is included with this letter.

### **What You Can Do**

Although we have no evidence that any of your personal information has been misused, we encourage you to remain vigilant for any suspicious activity on any of your accounts. We also encourage you to review your financial and account statements and immediately report all suspicious activity to the institution that issued the record. Enclosed with this letter are some steps you can take to protect your information.

### **For More Information**

We sincerely regret any inconvenience or concern this incident has caused. We understand that you may have questions about this incident that are not addressed in this letter. We have established a dedicated call center available toll free in the U.S. at 1-866-983-5589, from 6:00a.m. to 3:30 p.m. Pacific Time (Excluding major U.S. holidays).

Sincerely,

*Maurnie V. Edwards-Thomas*

Maurnie V. Edwards-Thomas – MA, MPA  
Los Angeles County Department of Mental Health

## Steps You Can Take to Protect Your Information

### Monitor Your Accounts.

To protect against the possibility of identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

### Security Freeze.

You can place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security 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 security freeze to take control over who gets access to the personal and financial information in your credit report 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 security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

<b>Experian</b> PO Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	<b>TransUnion</b> P.O. Box 160 Woodlyn, PA 19016 1-888-909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>	<b>Equifax</b> PO Box 105788 Atlanta, GA 30348 1-888-298-0045 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>
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In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, 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, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**  
P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**  
P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Equifax**  
P.O. Box 105069  
Atlanta, GA 30348  
1-888-836-6351  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

### **Additional Information.**

You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state’s Attorney General.

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov) ; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

Visit the California Office of Privacy Protection for additional information on protection against identity theft: <https://oag.ca.gov/privacy>



## 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’ll 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.

Kroll’s activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.