

Department of Human Assistance

Ethan E. Dye, Director

Program Integrity Division

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County of Sacramento

3075 Prospect Park Drive
Suite 150
Rancho Cordova, CA 95670

[Insert Recipient's Name]

[Insert Address]

[Insert City, State, Zip]

[Date]

RE: Important Security Notification. Please read this entire letter.

Sacramento County Department of Human Assistance recently discovered an incident that may affect the security of your personal information. We want to provide you with information about the incident, steps we are taking in response, and steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so.

What Happened?

On October 29th, 2025, we discovered that a County employee improperly forwarded work-related emails from their County work email account to their personal email account. Some of the forwarded emails contained confidential client information. Upon identifying this activity, County initiated an internal investigation and successfully secured the affected accounts. The employee involved in the incident no longer has access to County systems.

We are notifying you now after having completed a detailed review to ascertain the identity of the individuals affected.

At this time, there is no evidence indicating that any of the information was misused. However, because we cannot fully confirm that the information was neither accessed nor used inappropriately, we are now notifying you in an abundance of caution.

What Information Was Involved?

Please note that the information may have included your name, case number, date of birth, address, and Social Security number, which could put you at risk for identity theft.

What We Are Doing:

To address this incident and help prevent similar situations in the future, we have taken steps to secure the affected accounts and reinforce our internal safeguards. This includes implementing additional technical controls to prevent the unauthorized forwarding of work-related emails and strengthening our monitoring

processes. We are also reviewing and updating relevant policies and procedures, and we continue to provide ongoing security awareness training to staff.

What Can You Do?

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

If you believe there has been fraudulent use of your information as a result of this incident and would like to discuss how you may best resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** [Enrollment End Date] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [Enrollment URL]
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online; please contact Experian's customer care team at [TFN] by [Enrollment End Date]. Please be prepared to provide engagement number [B#####] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*

- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

In addition, we are offering you complimentary credit monitoring and identity protection services through Experian as a precaution.

Want More Information?

For information about your privacy rights, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at <https://www.oag.ca.gov/privacy>.

The County of Sacramento deeply regrets any inconvenience this incident may cause you. Should you need any further information about this incident, please contact the Department of Human Assistance at (916) 875-3611.

Sincerely,

Ethan E. Dye, Director
Department of Human Assistance

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.