

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



[Date]

Name (include Mr./Ms./Mrs.) (title, if any)

Organization

Address Line 1

Address Line 2

City, State, Zip code

**SUBJECT: NOTICE OF POTENTIAL DISCLOSURE OF PERSONAL INFORMATION**

Dear Mr. /Ms. Person :

We are writing to you because of a situation that occurred which may have resulted in the unauthorized disclosure of your personal information. On April 7, 2014, several letters from the Solano County Department of Child Support Services were misplaced while in the custody of a contracted courier who was transporting mail to the US Post Office. Although many of the letters were subsequently recovered, there is no way to determine if all of the letters misplaced reached their destination.

As a result of this incident, Solano County has implemented multiple procedural changes and safeguards intended to minimize the possibility this could happen again.

At this time, we have no evidence that your information was actually lost and/or disclosed to an unauthorized individual. However, to protect yourself from possible identity theft we recommend you follow the Privacy Protection Recommendations:

1. You can report the potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus. You will also be sent instruction on how to get a copy of your report from each of the credit bureaus.

Trans Union 1-800-680-7289  
P.O. Box 6790  
Fullerton, CA 92834

Experian 1-888-397-3742  
P.O. Box 9701  
Allen, TX 75013

Equifax 1-800-525-6285

P.O. Box 105281  
Atlanta, GA 30348-5281

2. What it means to put a fraud alert on your credit file.

A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that there may be fraud on the account. This alerts the merchant to take steps to verify the identity of the applicant. A fraud alert last 90 days and can be renewed.

3. Review your credit reports. Look through each one carefully.

Look for accounts you don't recognize, especially accounts opened recently. Look in the inquiries section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store names. The credit bureau will be able to tell you when that is the case. You may find some inquiries identified as "promotional." These occur when a company has obtained your name and address from a credit bureau to send you an offer or credit.

Promotional inquiries are not signs of fraud. (You are automatically removed from lists to receive unsolicited offers of this kind when you place a fraud alert.) Also, as a general precaution, look in the personal information section for any address listed for you where you've never lived.

4. If you find items you don't understand on your report, call the credit bureau at the number on the report.

Credit bureau staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved and report the crime to your local police or sheriff's office. For more information on what to do in this case, visit the California Department of Justice, Office of the Attorney General, [www.oag.ca.gov/privacy/info-sheets](http://www.oag.ca.gov/privacy/info-sheets) and view the Identity Theft page.

Insert Name

Insert Date Here

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We regret that this incident occurred and apologize for any inconvenience this incident may have caused you. Should you need further information about this incident, please contact the, the Department of Child Support Services at (866) 901-3212.

Sincerely,

JOHN CLEVELAND  
Information Security Officer

Insert Name  
Insert Date Here  
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bcc: