



Secure Processing Center  
P.O. Box 3826  
Suwanee, GA 30024

Postal Endorsement Line

<<Full Name>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<City>>, <<State>> <<Zip>>

<<Country>>

\*\*\*Postal IMB Barcode

<<Date>>

### **Notice of Data Breach**

Dear <<Full Name>>,

The City of Pittsburg, California (“City of Pittsburg”) is providing an update on a security incident that involved certain information maintained by the City of Pittsburg.

The City of Pittsburg may maintain information about you for several reasons: you could be a resident, employee, dependent or beneficiary of an employee, or you might have received services from or interacted with one of its departments (e.g., Water Utility Billing or Business License Division).

We encourage you to read this letter carefully as it contains important information regarding the incident, our response, and steps you can take to help protect your information.

#### **What Happened?**

On August 18, 2024, the City of Pittsburg became aware of a security incident affecting a portion of its environment. Upon detection, the City of Pittsburg took steps to contain the incident and engaged third-party cybersecurity specialists to perform a comprehensive investigation into the nature and scope of the incident.

On August 23, 2024, while the investigation was ongoing, the City of Pittsburg informed the Pittsburg community about the incident and the steps it was taking in response. On May 7, 2025, the City of Pittsburg issued an update regarding its response and established a website where individuals could learn more about the incident and resources available to help protect their information. At that time, the City of Pittsburg also established a dedicated call center to assist individuals with inquiries related to the incident. The call center remains operational and will continue to be available for an additional 90 days from the date of this notice.

The City of Pittsburg recently completed its investigation and determined that certain information related to individuals may be involved. The information involved as it relates to you is detailed further below.

#### **What Information Was Involved?**

The specific information involved is not the same for everyone. It depends on the individual’s relationship or interaction with the City of Pittsburg. As it relates to you, it was determined that your name and the following types of information may have been involved: <<Breached Elements>>.

## What Are We Doing?

We take this situation seriously, and we apologize for any inconvenience or concern this incident may cause. While security threats continue to impact all of us, the City of Pittsburgh is taking ever-increasing measures to protect the data entrusted to us. In response to this incident, the City of Pittsburgh has taken steps to further enhance the security of its systems. This includes strengthening authentication protocols and deploying new technologies to further enhance threat detection and response capabilities. Additionally, federal law enforcement was informed of the incident.

We are offering you complimentary credit monitoring and identity protection services for 24 months to help you safeguard your information. Additionally, we are providing further information on steps you can take to help protect your information. This information can be found in the next section.

## What You Can Do.

We strongly recommend reviewing the steps outlined below to safeguard your information and enrolling in the complimentary credit monitoring and identity protection services we offer. Cybersecurity is an ongoing concern for everyone, as companies worldwide face increasing threats. By following the steps provided, individuals can better protect themselves.

1. **Enroll in Complimentary Credit Monitoring and Identity Protection Services.** We are offering complimentary access to Experian IdentityWorksSM for <<CM Duration>>-months. Please see below for key features and enrollment instructions.

### Key Features.

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. Certain exceptions may apply.
- **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. Certain exceptions may apply.

### How To Enroll.

- Using your unique activation code, <<Activation Code>>, you may enroll by visiting <https://www.experianidworks.com/credit> and following the instructions to enroll. Please note that you will be asked to create an account and complete an identity verification process. Remember to have your code handy when you're ready to enroll.
- Please note that the deadline to enroll in the complimentary monitoring and identity protection services is <<Enrollment Deadline>>.

**Deadline to Enroll:** The deadline to enroll is <<Enrollment Deadline>>. After this date, the enrollment process will close, and your activation code will no longer be active. Please enroll before the deadline to take advantage of these services.

**Need Help?** If you have questions about the product, need assistance with Identity Restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-288-8057 by <<Enrollment Deadline>>. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the Identity Restoration services by Experian.

**Important Information Relating to Minors:** Experian IdentityWorks may not be available for individuals who do not have established credit, a U.S. address (or one in its territories), or a valid Social Security number. To learn more about alternative offerings for minors or how to enroll, please call <<Experian TFN>> for assistance.

2. **Review Your Accounts for Suspicious Activity.** We encourage you to remain vigilant by regularly reviewing your accounts and monitoring credit reports for suspicious activity.
3. **Order A Credit Report.** To order your free annual credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three credit bureaus provide free annual credit reports only through the website, toll-free number, or request form.

Upon receiving your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you have not requested credit. Some companies bill under names other than their store or commercial names; the credit bureau will be able to tell if this is the case. Look in the "personal information" section for any inaccuracies in information (such as home address and Social Security Number).

If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing. Information that cannot be explained should also be reported to your local police or sheriff's office because it may signal criminal activity.

4. **Contact the Federal Trade Commission, State Attorney General, or Law Enforcement Authorities.** You may contact the Federal Trade Commission ("FTC"), your state's Attorney General's office, or law enforcement, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. If you detect any unauthorized transactions in any of your financial accounts, promptly notify the appropriate payment card company or financial institution. If you detect any incidents of identity theft or fraud, promptly report the matter to the FTC, your state Attorney General's office, or law enforcement authorities. Please note, this notification was not delayed by law enforcement authorities.

To learn more about how to protect yourself from becoming a victim of identity theft, you can contact the FTC at: The Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580; 1-877-FTC-HELP (1-877-382-4357) (toll-free) or 1-877-IDTHEFT (1-877-438-4338); and [www.identitytheft.gov](http://www.identitytheft.gov) and [www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/).

5. **Additional Rights Under the Fair Credit Reporting Act.** You have rights pursuant to the Fair Credit Reporting Act ("FCRA"), such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the FCRA, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the FCRA not summarized here.

Identity theft victims and active-duty military personnel have specific additional rights pursuant to the FCRA. We encourage you to review your rights pursuant to the FCRA by visiting [https://files.consumerfinance.gov/f/documents/bcftp\\_consumer-rights-summary\\_2018-09.pdf](https://files.consumerfinance.gov/f/documents/bcftp_consumer-rights-summary_2018-09.pdf) or writing to the Consumer Financial Protection Bureau at: Consumer Financial Protection Bureau, 1700 G Street, NW, Washington, DC 20552.

6. **Place a Fraud Alert on Your Credit File.** You have the right to ask that nationwide consumer reporting agencies place “fraud alerts” in your file to let potential creditors and others know that you may be a victim of identity theft. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. You may place a fraud alert in your file by calling just one of the three nationwide consumer reporting agencies. As soon as that agency processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
P.O. Box 105069 Atlanta, Georgia 30348 1-800-525-6285 <a href="https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/">https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/</a>	P.O. Box 9554 Allen, Texas 75013 1-888-397-3742 <a href="https://www.experian.com/help/fraud-alert/">https://www.experian.com/help/fraud-alert/</a>	P.O. Box 2000 Chester, Pennsylvania 19016 1-800-916-8800 <a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a>

7. **Request Security Freezes.** You have the right to request a security freeze from a consumer reporting agency, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit bureau. To place a security freeze on your credit report you must contact the credit reporting agency by phone, mail, or secure electronic means and provide proper identification of your identity.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide the following information:

- Your full name, with middle initial as well as Jr., Sr., II, etc.
- Social Security number
- Date of birth
- Current address and all addresses for the past five years
- Proof of current address, such as a current utility bill or telephone bill
- Social Security Card, pay stub, or W-2;
- Legible copy of a government-issued identification card, such as a state driver’s license, state identification card, military identification, or birth certificate; and/or
- Any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles if you are a victim of identity theft

Below, please find the relevant contact information for the three consumer reporting agencies:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
P.O. Box 105788 Atlanta, Georgia 30348 1-888-298-0045 <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a>	P.O. Box 9554 Allen, Texas 75013 1-888-397-3742 <a href="https://www.experian.com/help/credit-freeze/">https://www.experian.com/help/credit-freeze/</a>	P.O. Box 160 Woodlyn, Pennsylvania 19094 1-800-916-8800 <a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a>

Once you have submitted your request, the credit reporting agency must place the security freeze no later than 1 business day after receiving a request by phone or secure electronic means, and no later than 3 business days after receiving a request by mail. No later than 5 business days after placing the security freeze, the credit reporting agency will send you confirmation and information on how you can remove the freeze in the future. Each agency will send you a confirmation letter containing a unique PIN or password that you will need to lift or remove the freeze. You should keep the PIN or password in a safe place.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

If you do place a security freeze prior to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

### **Other Important Information.**

1. **For Iowa Residents.** You may contact local law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft at: Consumer Protection Division, Security Breach Notifications, Office of the Attorney General of Iowa, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319; 1-515-281-5164 or 1-888-777-4590 (toll-free); and [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).
2. **For Maryland Residents.** You can obtain information about avoiding identity theft from the Maryland Attorney General or the FTC. Contact information for the FTC is included above. The Maryland Attorney General can be contacted at: Office of the Maryland Attorney, General Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023 (toll-free); and [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov).
3. **For Massachusetts Residents.** You have the right to obtain a police report and request a security freeze (without any charge) as described above.
4. **For New York Residents.** You can obtain information about security breach response and identity theft prevention and protection from the New York Attorney General at: New York Attorney General, The Capitol, Albany, NY 12224; 1-800-771-7755 or 1-800-788-9898 (toll-free); and <https://ag.ny.gov/>.
5. **For New Mexico Residents.** You can review your personal account statements and credit reports to detect errors resulting from this matter by utilizing the resources provided above. As a consumer, you also have certain rights pursuant to the FCRA as described above.
6. **For North Carolina Residents.** You can obtain information about avoiding identity theft from the North Carolina Attorney General or the FTC. Contact information for the FTC is included above. The North Carolina Attorney General can be contacted at: Office of the North Carolina Attorney General, 9001 Mail Service Center, Raleigh, NC 27699; 1-919-716-6400 or 1-877-566-7226 (toll-free); and <https://www.ncdoj.gov/>.
7. **For Oregon Residents.** You may report suspected identity theft to law enforcement, including the Office of the Oregon Attorney General or the FTC. Contact information for the FTC is included above. The Oregon Attorney General can be contacted at: Oregon Department of Justice, 1162 Court St. NE, Salem, OR 97301; 1-877-877-9392; and <https://www.doj.state.or.us/>.
8. **For Washington, DC Residents.** You have the right to request a security freeze (without any charge) as described above. You can obtain information about avoiding identity theft from the District of Columbia Attorney General or the FTC. Contact information for the FTC is included above. The District of Columbia Attorney General can be contacted at: The District of Columbia Attorney General, 400 6th Street NW, Washington, DC 20001; 1-202-727-3400; and [www.oag.dc.gov](http://www.oag.dc.gov).

### **For More Information.**

We understand that this situation might raise questions or concerns, and we are here to support you. We have established a dedicated call center specifically for this matter. If you have any inquiries that were not addressed in this letter, please feel free to reach out to us at 855-260-7553. Our agents are available to help you Monday through Friday, from 6:00am through 6:00pm Pacific Time, excluding major U.S. holidays. Please note that this call center will be available for approximately 90 days from the date of this letter.

As mentioned earlier, if you need assistance with enrollment or have questions about the Experian IdentityWorks, please call 1-877-288-8057. You may also contact the City of Pittsburg by phone at (925) 252-4298 or by mail to Jitendra Kaneria, Deputy Chief Information Systems Office, 65 Civic Avenue, Pittsburg CA 94565.

Protecting the data entrusted to us remains our top priority, and we sincerely regret any inconvenience or concern this may cause you.

The City of Pittsburgh Address