



# County of San Diego

DEPARTMENT OF HUMAN RESOURCES  
EMPLOYEE BENEFITS DIVISION  
5530 OVERLAND AVENUE, SUITE 210, SAN DIEGO, CALIFORNIA 92123-1261  
(888) 550-2203 / FAX (858) 694-3938

December 30, 2015

NAME  
ADDRESS  
CITY STATE ZIP

Mr/Ms XXXXXXXX:

We are writing as a follow-up to our December 21, 2015 email to provide you with additional information regarding the unintentional disclosure of your personal information to Wells Fargo.

The County of San Diego's Benefits Division became aware of an issue involving Wells Fargo Health Savings Accounts (HSA) on December 17, 2015. Data regarding County employees who elected to set up HSAs was sent to Wells Fargo. In addition, however, to the information of the employees who elected this benefit option, your information was inadvertently sent to Wells Fargo as well. Consequently, an HSA was set up in your name and a debit card for the account was mailed to your home address, along with a welcome packet. As noted in our December 21 email, the County is working with Wells Fargo to delete that account. Also, the information that was inadvertently sent to Wells Fargo will be deleted. You will not be responsible for any fees associated with the setup or closing of the account.

On December 23, 2015, during its review of this inadvertent disclosure, the County identified the type of financial data that was disclosed. The following is a list of the information that was inadvertently shared with Wells Fargo:

- Name
- Address
- Social Security Number
- Birthdate
- Employee ID
- Primary email
- Work phone number
- Personal phone number

The Department of Human Resources is very sorry that this has happened. We have investigated this incident, and determined that the unauthorized sharing of your information was accidental. The disclosure occurred when the County's information technology and telecommunications service provider, Hewlett Packard Enterprise Services LLC (HPES), incorrectly programed the system to

identify the data that was to be transferred to Wells Fargo. As a result, your information was transmitted along with the data of the employees who had elected to participate in the HSAs. HPES has identified the cause of the error and has taken steps to insure that this will not happen again.

While it is unlikely in this situation that you will become the victim of identity theft, you may wish to place a fraud alert on your credit report by calling the toll-free number of any of the three credit bureaus listed below.

A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. As soon as one credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place fraud alerts on your credit report, and all three reports will be sent to you free of charge. This is just a precaution if you are concerned.

**Equifax**

1-800-525-6285  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374-0241

**Experian**

1-888-397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9532  
Allen, TX 75013

**TransUnionCorp**

1-800-680-7289  
[www.transunion.com](http://www.transunion.com)  
Fraud Victim Assistance Division  
P.O. Box 6790  
Fullerton, CA 92834-6790

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Keep a copy of your police report because creditors may want the information in case of any fraudulent debts.

More information about consumer identity theft may be found on their website at <http://www.consumer.gov/idtheft/>.

You may also wish to contact the California Office of Privacy Protection at <http://www.privacy.ca.gov/> as they have other resources on this subject for California residents.

We hope this information is helpful to you. Please contact me at XXX should you have any questions.

Sincerely,

XXXX

HR Services Manager, Benefits Division  
Department of Human Resources

cc: XXX, Human Resources,  
XXX, Deputy Director, Human Resources  
XXX, Chief Compliance & Privacy Officer