



Return to IDX
 P.O. Box 989728
 West Sacramento, CA 95798-9728

To Enroll, Please Call:
 1-833-896-7587
 Or Visit:
<https://app.idx.us/account-creation/protect>
 Enrollment Code: <<ENROLLMENT>>

<<FIRST NAME>> <<LAST NAME>>
 <<ADDRESS1>>
 <<ADDRESS2>>
 <<CITY>>, <<STATE>> <<ZIP>>
 <<Country>>

December 15, 2022

Notice of Data Breach

Dear <<FIRST NAME>> <<LAST NAME>>:

This fall, Eagle Brook Church (“Eagle Brook”) shared information about a potential data security incident involving employees and volunteers who underwent background checks in connection with working for or volunteering through the church. We have conducted a thorough investigation into the incident. Based on the timing of your background check and the results of our investigation, we believe that the incident might have involved your personal information. As explained below, we are offering <<12/24>> months of identity protection and restoration services, at no cost to you. Your privacy and security are important to us.

What Happened

In late September 2022, Eagle Brook learned that certain current and former staff members and volunteers had their personal information used by an unknown third party to open fraudulent accounts at Bank of America. All of the individuals who have reported this unauthorized activity to us had completed a background check with Background Information Services, Inc. (“BIS”) between 2017 and 2019, in connection with work or volunteer activities with Eagle Brook.

What Information Was Involved

You are receiving this notice because you provided your personal information to BIS in connection with a background check between 2017 and 2019. As part of the background check process, the personal information that you would have provided would have included your name and one or both of the following: date of birth and/or Social Security number. Please note that our investigation has not been able to determine the date of any unauthorized access or acquisition of your personal information.

What We Are Doing

Upon learning of the incident, we launched an investigation and worked diligently to determine the scope of the incident and identify potentially affected individuals. Our investigation, which included working with outside advisers, did not find any compromise of our systems or networks connected to this incident. As part of our investigation, we contacted relevant vendors, including BIS. We have remained in contact with BIS throughout our investigation, and BIS is undertaking an investigation of its own. In addition, we reported this matter to the FBI. Reporting this incident to law enforcement did not delay this notification.

In addition, we have taken actions to prevent a similar incident from occurring in the future. We have contracted with a new background check vendor, and we deployed a managed software security tool to identify potential threats.

To ease any concerns you might have about this situation, and at no cost to you, we are offering identity theft protection services through IDX, a data breach and recovery services company. IDX identity protection services include: <<12/24>> months of Tri-Bureau credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do

You should remain vigilant by reviewing your bank, credit card, debit card, and other financial account statements, watching for unexpected communications from Bank of America, and monitoring free credit reports. Immediately report any suspicious activity. We also encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-833-896-7587 or going to <https://app.idx.us/account-creation/protect> and using the enrollment code provided above. IDX representatives are available Monday through Friday from 8 a.m. to 8 p.m. Central Time. Please note the deadline to enroll is March 15, 2023.

We encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

For More Information

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter. Please call 1-833-896-7587 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have about enrolling in your identity protection services.

Our staff and volunteers are incredibly valuable members of our community. We are grateful for the impact you have had at Eagle Brook and apologize about any inconvenience this incident has caused you and your family.

Sincerely,

Eagle Brook Church

Enclosure



Recommended Steps to help Protect your Information

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your enrollment code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-833-896-7587 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to the FBI (use www.ic3.gov and include "Eagle Brook" in the report), local law enforcement, your state's attorney general, and the Federal Trade Commission.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, 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 Fair Credit Reporting Act, 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 a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 1-877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 1-401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.