



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

To Enroll, Please Call:
1-833-814-1731
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<Enrollment Code>>

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

November 21, 2022

Subject: Notice of Data <<Variable Text 1: Breach or Security Incident>>

Dear <<First Name>> <<Last Name>>,

I am writing to inform you of a ransomware incident experienced by South Walton Fire District (“SWFD”) that may have affected your personal information. SWFD takes the privacy and security of all personal information, including protected health information, within its possession very seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened? On May 30, 2022, we learned that an unauthorized actor temporarily gained access to our computer network. We took immediate action to secure our environment and notified federal, state, and local law enforcement authorities. In response, we engaged independent digital forensics and incident response experts to determine what happened and to identify any data that may have been accessed or acquired without authorization as a result.

On October 20, 2022, we learned that your personal information may have been impacted in connection with this incident. Please note that we have no evidence of the misuse or attempted misuse of any potentially impacted information. However, out of an abundance of caution, SWFD has worked to identify all potentially affected individuals in order to provide notice of the incident and resources to help with credit and identity protection.

What Information Was Involved? The information potentially impacted in connection with this incident included your <<Variable Text 2: Potentially Impacted Data Sets>>.

What Are We Doing? As soon as we discovered this incident, we took the steps described above. In addition, we implemented measures to enhance the security of our environment in an effort to minimize the risk of a similar incident occurring in the future. We also reported the incident to law enforcement and are cooperating with the FBI to aid in their investigation.

Although we have no evidence of the misuse of any potentially impacted information, we are providing you with information about steps that you can take to help protect your personal information and offering you complimentary credit and identity protection services through IDX – a data breach and recovery services expert. These services include <<12/24>> months of credit¹ and dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services.

The deadline to enroll in these services is February 21, 2023. With this protection, IDX will help to resolve issues if your identity is compromised.

¹To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

What You Can Do: Please review this letter carefully along with the “Steps You Can Take to Help Protect Your Information” document enclosed with this letter. It describes additional ways you can help safeguard your information. Specifically, we also recommend that you review your credit and/or identity report for unusual activity, as well as any explanation of benefits (EOBs) or medical bills received to ensure the charges are for services you received. If you see anything that you do not understand or that looks suspicious, you should contact your state Attorney General’s Office or the consumer reporting agencies for assistance using the contact information included in this letter.

For More Information: If you have questions or need assistance, please call IDX at 1-833-814-1731 from 8:00 A.M. to 8:00 P.M. Central Time, Monday through Friday (excluding holidays). Representatives are fully versed on this incident and can answer any questions that you may have.

The security of your information is a top priority at SWFD, and protecting patient information at all costs is a critical operational piece to SWFD’s role as a care provider. Please accept my sincere apologies and know that we take this matter very seriously and deeply regret any worry or inconvenience this may cause you.

Sincerely,

A handwritten signature in black ink that reads "Ryan H. Crawford". The signature is written in a cursive, flowing style.

Ryan H. Crawford
Fire Chief / Administrator
South Walton Fire District
911 N County Hwy 393
Santa Rosa Beach, FL 32459

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
1-877-438-4338

Maryland Attorney General

St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433 / 1-800-771-7755

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

