



Return to IDX:  
4145 SW Watson Avenue  
Suite 400  
Beaverton, OR 97005

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

Enrollment Code: <<XXXXXXXX>>

To Enroll, Scan the QR Code Below:



Or Visit:

<https://app.idx.us/account-creation/protect>

July 10, 2023

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

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

I am writing to inform you of a data security incident experienced by the City of San Dimas (the “City”) that may have involved your personal information. At the City, we take the privacy and security of personal information very seriously. As such, we are notifying you of the incident, offering you complimentary credit monitoring and identity protection services, and informing you about steps you can take to help protect your personal information.

**What happened?** On May 26, 2023, the City learned that certain of its files had been identified on a device utilized by one of its former employees in connection with that employee’s new job. The former employee would have had legitimate access to the files while employed by the City but should not have retained copies of the files following the employee’s separation. Upon learning of this issue, the City immediately commenced an investigation to evaluate the contents of the files and determine to what extent personal information was contained therein. On June 19, 2023, following this investigation, the City determined that your personal information was contained within the files which is the reason for this notification.

We have no evidence that your personal information has been misused because of this incident. We are notifying you out of an abundance of caution so you can take steps to help protect your information.

**What information was involved?** The following information was contained within the files involved in this incident: your name and <<Variable Text 2: Data Sets>>.

**What we are doing.** As soon as we discovered the incident, we took the steps described above. In addition, we are offering you the opportunity to enroll in complimentary identity protection services through IDX, a ZeroFox Company, the data breach and recovery services expert. These services include <<12/24>> months of credit<sup>1</sup> and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised. Please note that the deadline to enroll in these services is October 10, 2023.

**What you can do.** We recommend that you review the guidance included with this letter about how to help protect your personal information. We also encourage you to enroll in the complimentary credit monitoring and identity monitoring

<sup>1</sup> To 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.

services, which are free to you upon enrollment.

You will need to reference the enrollment code in this letter when calling or enrolling online, so please do not discard this letter.

**For more information.** If you have any questions about the complimentary services or need assistance, please contact customer service for IDX at 1-800-939-4170. IDX representatives are available Monday through Friday from 6:00 a.m. to 6:00 p.m. Pacific Time. Please have your enrollment number ready. IDX representatives are fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

We want to emphasize that we are taking this situation extremely seriously as the privacy and protection of personal information is a top priority for the City. We have taken, and continue to take, steps to protect against a similar incident from occurring in the future.

Sincerely,

A handwritten signature in black ink, reading "Chris Constantin". The signature is fluid and cursive, with the first name "Chris" and last name "Constantin" clearly distinguishable.

Chris Constantin  
City Manager  
City of San Dimas

## 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](http://www.equifax.com)

**Experian**

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

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://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](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://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](http://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>.

