



<<Date>>

<<insert name>>

<<address\_1>>

<<address\_2>>

<<city>>, <<state\_province>> <<postal\_code>>

<<country>>

### **Notice of Data Breach**

Dear <<insert>>,

#### **What Happened**

We are writing to notify you that Sierra County ("County") was the victim of a sophisticated cybersecurity attack on or about February 21, 2023 (the "Incident"). The County became aware of the Incident on March 5, 2023, and took immediate steps to secure its systems. With assistance from third-party experts, we conducted an extensive investigation into the nature and scope of the Incident. As part of this investigation, the County has been working diligently to identify any personally identifiable information ("PII") that may have been subject to unauthorized access or acquisition. We have concluded our investigation and determined the Incident may have impacted PII. However, we have not found any evidence that this PII has been used to commit fraud or identity theft.

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

The Incident may have impacted certain categories of PII related to you including name, address, date of birth, email address, phone number, Social Security number, driver's license or government ID number, medical/prescription or health insurance related information, drug or alcohol screening results, credit or debit card number, biometric data, or financial account/routing number.

#### **What We Are Doing**

Out of an abundance of caution, and in accordance with applicable law, we are providing this notice so you can take steps to minimize any risk that your information may be misused. The attached Additional Measures and Resources sheet describes precautionary steps you can take to protect your identity, credit, and personal information.

As an added precaution, we have arranged for Experian to provide you 12 months of free credit monitoring services, identity restoration, and identity theft insurance.

- To enroll, please visit <https://www.experianidworks.com/3bcredit> or call 1- 877-288-8057.
- Your enrollment code is <<insert>>.
- To receive these services, please be sure to enroll by <<insert>>, no later than 5:59 pm CT.

If you have questions about this product, need assistance with Identity Restoration that arose as a result of this Incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-288-8057 by <<insert>>, no later than 5:59 pm CT. Be prepared to provide engagement number <<insert>> as proof of eligibility for the Identity Restoration services by Experian.

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.<sup>1</sup>
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files 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<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

The County endeavors to treat all sensitive information in a confidential manner and is proactive in the careful handling of such information. Since the Incident, we have reviewed our cybersecurity environment and taken reasonable steps to augment it to reduce the risk of a future event.

### **What You Can Do**

As with any cybersecurity incident, we recommend that you remain vigilant and consider taking some of the precautionary measures listed at the end of this letter to protect your identity, credit, and personal information. You can also enroll in the credit monitoring services discussed above.

### **For More Information**

If you have questions or concerns, please call our dedicated assistance line at <<insert>>, Monday through Friday 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. We sincerely apologize for this situation and any concern or inconvenience it may cause you.

Sincerely,



Van Maddox  
Risk Manager  
Sierra County

<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling.

<sup>2</sup> The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

### **Additional Measures and Resources To Protect Your Personal Information**

We recommend you remain vigilant and consider taking one or more of the following precautionary steps to protect against identity theft, obtain additional information, and safeguard your personal information:

1. Contact the nationwide credit-reporting agencies as soon as possible to:
  - Add a fraud alert statement to your credit file at all three national credit-reporting agencies: Equifax, Experian, and TransUnion. You only need to contact one of the three agencies listed below; your request will be shared with the other two agencies. This fraud alert will remain on your credit file for 90 days.
  - Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
  - Receive and carefully review a free copy of your credit report by going to [www.annualcreditreport.com](http://www.annualcreditreport.com).

#### **Equifax**

P.O. Box 105069

Atlanta, GA 30348-5069

<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

(800) 525-6285

#### **Experian**

P.O. Box 9554

Allen, TX 75013

<https://www.experian.com/fraud/center.html>

(888) 397-3742

#### **TransUnion**

Fraud Victim Assistance Dept.

P.O. Box 2000

Chester, PA 19016-2000

<https://www.transunion.com/fraud-alerts>

(800) 680-7289

2. You can also receive information from these agencies about avoiding identity theft, such as by placing a “security freeze” on your credit accounts. To place a security freeze, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below or, if available, comply with the consumer reporting agencies’ online security freeze request procedures:

#### **Equifax Security Freeze**

1-888-298-0045

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

P.O. Box 105788

Atlanta, GA 30348

#### **Experian Security Freeze**

1-888-397-3742

[www.experian.com](http://www.experian.com)

P.O. Box 9554

Allen, TX 75013

#### **Trans Union Security Freeze**

1-888-909-8872

[www.transunion.com](http://www.transunion.com)

P.O. Box 160

Woodlyn, PA 19094

In order to request a security freeze, you may need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver’s license or ID card, military identification, etc.); and

7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you have one.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail or, if available, comply with the consumer reporting agencies' online procedures for lifting a security freeze, and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail or, if available, comply with the consumer reporting agencies' online procedures for removing a security freeze, and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

3. Review bills and credit card statements you receive to see if there are items you did not contract for or purchase. Also review all of your bank account statements frequently for checks, purchases, or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.
4. The Federal Trade Commission ("FTC") offers consumer assistance and educational materials relating to identity theft, privacy issues, and how to avoid identity theft, such as by setting up fraud alerts or placing a "security freeze" on your credit accounts. The FTC can be contacted either by visiting [www.ftc.gov](http://www.ftc.gov), [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or by calling (877) 438-4338.

If you suspect or know that you are the victim of identity theft, you should contact local law enforcement or your state Attorney General. You can also contact the Fraud Department of the FTC, which will collect all information and make it available to law enforcement agencies. The FTC can be contacted at the website or phone number above, or at the mailing address below:

Federal Trade Commission  
Consumer Response Center  
Pennsylvania Avenue  
NW Washington, DC 20580

5. In addition to the FTC, you may also contact your state Attorney General Office for information and resources.  
*For California Residents:* You can obtain additional information about identity theft from the Office of the Attorney General at [www.oag.ca.gov/idtheft](http://www.oag.ca.gov/idtheft).  
*For District of Columbia Residents:* You can obtain additional information about preventing identity theft from the Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, DC 20001, (202) 727-3400, [www.oag.dc.gov](http://www.oag.dc.gov).  
*For North Carolina Residents:* You may obtain information about preventing identity theft from the following the Office of the Attorney General, 0001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, and [www.ncdoj.gov/Home/ContactNCDO.Laspx](http://www.ncdoj.gov/Home/ContactNCDO.Laspx)  
*For Oregon Residents:* You may obtain information about preventing identity theft from the Office of the Attorney General, Oregon Department of Justice, 1162 Court St. NE, Salem, OR 97301-4096, 1-877-877-9392, and <https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/identity-theft/>.