

C/O ID Experts

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

To Enroll, Please Call: 888-250-5835 Or Visit:

www.idexpertscorp.com/protect
Enrollment Code:

<<XXXXXXXX>>>

March 30, 2018

### NOTICE OF DATA BREACH

Dear <<First Name>> <<Last Name>>:

In follow-up to our prior communications, we are writing to provide you with further information about a data incident involving Mendes & Haney, LLP.

# What Happened?

After experiencing an unexpected rejected tax return on February 28, 2018, we immediately began an investigation into the matter and hired a specialized forensic IT firm to assist in our investigation. On March 21, 2018, the third-party forensic IT firm concluded their investigation and determined that there was unauthorized access to our network from a foreign IP address between January 23, 2018 and February 26, 2018 through Remote Desktop Protocol.

#### What Information Was Involved?

<u>If you are an individual</u>, this information may have included your: name, birthdate, telephone number(s), address, Social Security number, employment (W-2) information, 1099 information (including account number if provided to us), and direct deposit bank account information (account number and routing information) if provided to us.

<u>If you are an entity</u>, this information may have included your: company name; federal employer identification number; address; telephone number; partner, shareholder/officer or beneficiary names, addresses, and Social Security numbers; and your employee and/or 1099-recipient information (including account number if provided to us) if we do your payroll.

# What We Are Doing.

In addition to the steps outlined above, the FBI, the IRS, the FTB, the three credit reporting bureaus, all applicable state agencies, and local law enforcement has been notified of the incident. Further, we have reviewed our office procedures in an attempt to avoid such an incident from occurring again. We will also work with law enforcement in any criminal investigation.

As an added precaution, we are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare<sup>TM</sup>. MyIDCare services include: 12 months of credit monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and fully managed identity theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised. Please note, entities cannot enroll in MyIDCare services, however, individuals representing an entity can sign up for MyIDCare services using their personal information.

#### What You Can Do.

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 888-250-5835 or going to <a href="https://www.idexpertscorp.com/protect">www.idexpertscorp.com/protect</a> and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 5 am - 5 pm Pacific Time. Please note the deadline to enroll is June 30, 2018.

Additionally, we strongly recommend that you review the enclosed 'Recommended Steps to Help Protect Your Information' to safeguard your information.

### For More Information.

Protecting your information is incredibly important to us, as is addressing this incident with the information and assistance you may need. If you have any questions or concerns, please call at 888-250-5835, (209) 885-1121, or write us at P.O. Box 779, Ripon, CA 95366.

Sincerely,

Joe Mendes and Mark Haney Mendes & Haney, LLP

Mendes & Haney LLP



# **Recommended Steps to Help Protect Your Information**

Please Note: Minors, under the age of 18, should not have a credit history established and are under the age to secure credit. Therefore credit monitoring may not be applicable at this time. All other services provided in the membership will apply. No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.

- 1. Website and Enrollment. Go to <a href="www.idexpertscorp.com/protect">www.idexpertscorp.com/protect</a> and follow the instructions for enrollment using your Enrollment Code provided above. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive MyIDCare Member Website where you will find other valuable educational information.
- **2. Activate the credit monitoring** provided as part of your MyIDCare membership, which is paid for by Mendes & Haney, LLP. Credit monitoring is included in the membership, but you must personally activate it for it 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, MyIDCare will be able to assist you.
- **3. Telephone.** Contact MyIDCare at 888-250-5835 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 for incidents of fraud and identity theft. 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 <a href="https://www.annualcreditreport.com">www.annualcreditreport.com</a> 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 MyIDCare, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with MyIDCare, 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 local law enforcement, to your Attorney General, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

**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.alerts.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.

- **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 in writing 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. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to \$5.00 to place a freeze, lift, or remove a freeze. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.
- **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 (<u>www.privacy.ca.gov</u>) for additional information on protection against identity theft.

**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 violators. 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. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, <a href="www.ncdoj.com/">www.ncdoj.com/</a>, Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, <a href="www.doj.state.or.us/">www.doj.state.or.us/</a>, Telephone: 877-877-9392

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