



Eckert Seamans Cherin & Mellott, LLC  
U.S. Steel Tower  
600 Grant Street, 44<sup>th</sup> Floor  
Pittsburgh, PA 15219

TEL: 412 565 6000  
FAX: 412 565 6099

RECEIVED

MAY 01 2023

CONSUMER PROTECTION

April 27, 2023

**VIA FIRST CLASS MAIL**

Attorney General John Formella  
Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
33 Capitol Street  
Concord, New Hampshire 03301

Re: Notice of Data Security Incident

Dear Attorney General Formella:

This notice is provided on behalf of my client, Erie County, Pennsylvania (the "County") following an incident that involved the of three (3) New Hampshire residents. The County will provide written notice to the impacted individuals later today, via U.S. Mail. The notice letter includes general advice on how to protect one's identity and obtain free credit reports and security freezes, as well as instructions for enrolling in a one-year, complimentary membership with Experian for credit monitoring and identity theft services. A copy of the notice letter is enclosed and additional details on the incident are below.

Recently the County learned that a County employee email address had been used to send unauthorized spam emails. The County immediately launched an investigation, with the assistance of a nationally recognized digital forensics firm, to determine the nature and scope of this incident. The investigation discovered that responses to a suspected phishing email resulted in intermittent unauthorized access to and removal of the contents of certain email boxes between March 16, 2023 and March 20, 2023. Once the County learned this, it worked to conduct a thorough review of the contents of the impacted email boxes to find out: (1) what information was involved and (2) who may have been affected. On April 19, 2023, the County completed the review, and began locating mailing addresses for the individuals whose information was in the impacted email boxes, so that it could provide them with notice of this incident. Based on the review, the County determined that the impacted information was maintained for County business and legal matters.

Because cyber threats are always evolving, the County is continuously working to identify and mitigate threats and evaluate its IT security protocols to protect sensitive data. In addition, to further enhance email and network security and to help prevent similar occurrences in the future, the County has taken or will be taking the following steps:

1. Implemented an enterprise-wide password reset and took steps to further secure any impacted email accounts;
2. Enhancing training for employees regarding phishing attacks;
3. Limiting use of sensitive personally identifiable information in County records;

**ECKERT**  
**SEAMANS**  
ATTORNEYS AT LAW

4. Strengthening County email filtering to help block dangerous emails;
5. Adding new security features to County email accounts to identify external emails;
6. Using multifactor authentication for County email accounts; and
7. Deploying security tools to enhance detection and accelerate response to cyber incidents.

Additionally, the County will provide notice of this incident to all appropriate state regulators.

Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

/s/ Matthew H. Meade, Esq.

MHM/  
Enclosure

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589



**Office of Sheriff**  
ERIE COUNTY COURTHOUSE  
140 West Sixth Street  
Erie, Pennsylvania 16501-1077  
Phone 814-451-6007  
Fax 814-451-6323



J3565-L01-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L01 ADULT

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



April 27, 2023

## NOTICE OF DATA SECURITY INCIDENT

Dear Sample A. Sample:

We are writing to tell you about a recent data security incident at Erie County (the "County") that involved your personal information that we maintain for County business and legal matters. **At this time, we have no indication that any of your personal information has been inappropriately used by anyone.** However, we are providing this notice to you as a precautionary measure, to inform you, explain the complimentary services that we are offering you, and suggest ways that you can protect your information.

### What Happened

Recently we learned that a County employee email address had been used to send unauthorized spam emails. We immediately launched an investigation, with the assistance of a nationally recognized digital forensics firm, to determine the nature and scope of this incident. The investigation discovered that responses to a suspected phishing email resulted in intermittent unauthorized access to and removal of the contents of certain email boxes between March 16, 2023 and March 20, 2023. Once we learned this, we worked to conduct a thorough review of the contents of the impacted email boxes to find out: (1) what information was involved and (2) who may have been affected. On April 19, 2023, we completed the review, and began locating mailing addresses for the individuals whose information was in the impacted email boxes, so that we could provide them with notice of this incident.

### What Information Was Involved

Based upon our investigation, the impacted information included your

### What We Are Doing About It

When we discovered this incident, we immediately secured the email accounts and began our investigation. Our investigators also searched Dark Web sources and found no indication that any of our data had been released or offered for sale as a result of this incident. To further enhance email and network security and to help prevent similar occurrences in the future, we have taken or will be taking the following steps:

1. Implemented an enterprise-wide password reset and took steps to further secure any impacted email accounts;
2. Enhancing training for employees regarding phishing attacks;
3. Limiting use of sensitive personally identifiable information in County records;
4. Strengthening our email filtering to help block dangerous emails;

5. Adding new security features to our email accounts to identify external emails;
6. Using multifactor authentication for County email accounts; and
7. Deploying security tools to enhance detection and accelerate response to cyber incidents.

### **What You Can Do**

Although we have no evidence of any misuse of personal information involved in this incident, as a precaution, we recommend that you take the following preventative measures to help protect your information:

1. Enroll in a complimentary, one-year membership with Experian. This membership will provide you with identity monitoring services, including a copy of your credit report at signup; credit monitoring; identity restoration; Experian IdentityWorks ExtendCARE; and up to \$1 million in identity theft insurance. Instructions on how to activate your membership are included at the end of this letter.
2. Remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements, and free credit reports for any unauthorized or suspicious activity. Information on additional ways to protect your information, including how to obtain a free credit report and free security freeze, can be found at the end of this letter.
3. Report any incidents of suspected identity theft to your local law enforcement, state Attorney General, the major credit bureaus and/or the Federal Trade Commission.

### **For More Information**

Please accept our apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and will continue to take many precautions to safeguard it. If you have any questions or concerns about this incident, you may contact us by calling \_\_\_\_\_, Monday through Friday from 9 A.M. – 11 P.M. EST, and Saturday through Sunday from 11 A.M. – 8 P.M. EST (excluding major U.S. holidays). Be prepared to provide engagement number \_\_\_\_\_ when you call.

Sincerely,

Chris D. Campanelli  
Erie County Sheriff



## MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF

Visit <https://www.experian.com/blogs/ask-experian/category/fraud-and-identity-theft/> for general information regarding identity protection. You can obtain additional information about fraud alerts, security freezes, and preventing identity theft from the consumer reporting agencies listed below and the Federal Trade Commission (FTC) by calling its identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at [www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft). The FTC's address is: Federal Trade Commission, Division of Privacy and Identity Protection, 600 Pennsylvania Avenue, NW, Washington, DC 20580. You have the ability to place a security freeze on your credit reports by contacting the following agencies.

### National Credit Reporting Agencies Contact Information

<b>Equifax</b> P.O. Box 105788 Atlanta, GA 30348 1-888-298-0045 <a href="http://www.equifax.com">www.equifax.com</a>	<b>Experian</b> P.O. Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>TransUnion</b> P.O. Box 160 Woodlyn, PA 19094 1-800-916-8800 <a href="http://www.transunion.com">www.transunion.com</a>
--	---	--

### Obtain Your Credit Report

You should also monitor your credit reports. You may periodically obtain your credit reports from each of the national consumer reporting agencies. In addition, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide consumer reporting agencies listed above. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com) or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at <https://www.consumer.ftc.gov/sites/www.consumer.ftc.gov/files/articles/pdf/pdf-0093-annual-report-request-form.pdf> and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also contact any of the three major consumer reporting agencies to request a copy of your credit report. You may be able to obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly.

If you discover inaccurate information or a fraudulent transaction on your credit report, you have the right to request that the consumer reporting agency delete that information from your credit report file.

### Fraud Alerts

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 one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. As soon as one credit bureau confirms the fraud alert, they will notify the others. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

### Security Freeze

You have the ability to place a security freeze on your credit report at no cost to you. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to all three of the credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) a legible copy of a government-issued identification card, (6) proof of current address, such as a legible copy of a recent utility bill or bank or insurance statement, (7) a legible copy of a recent W-2, pay stub, or Social Security card, and (8) if you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning

identity theft. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. **Under federal law, you cannot be charged to place, lift, or remove a security freeze.**

After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place, you will need it if you choose to lift the freeze. If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

### **Additional Helpful Information**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them at the information provided above. This notice was not delayed as a result of a law enforcement investigation.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name, or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

### **STATE SPECIFIC INFORMATION**

**MARYLAND residents:** You may obtain information about preventing and avoiding identity theft from the Maryland Attorney General's Office. This office can be reached at:

Office of the Attorney General of Maryland  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
<https://www.marylandattorneygeneral.gov/>  
Toll-free: 1-888-743-0023

**NEW YORK residents:** You may also obtain information on identity theft from the New York Department of State Division of Consumer Protection or the New York Attorney General. These agencies can be reached at:

New York Department of State Division of Consumer Protection 1-800-697-1220 <a href="http://www.dos.ny.gov/consumerprotection">http://www.dos.ny.gov/consumerprotection</a>	New York Attorney General 1-800-771-7755 <a href="https://ag.ny.gov/">https://ag.ny.gov/</a>
--	--

**NORTH CAROLINA residents:** You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Department of Justice  
Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699  
[www.ncdoj.gov](http://www.ncdoj.gov)  
Toll-free: 1-877-566-7226



## ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

TO ACTIVATE YOUR MEMBERSHIP AND START MONITORING YOUR PERSONAL INFORMATION PLEASE FOLLOW THE STEPS BELOW:

- Ensure that you **enroll by: July 31, 2023** (Your code will not work after this date).
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(833) 420-2884** by **July 31, 2023**. Be prepared to provide engagement number **B090525** 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.\*
- **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.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at **(833) 420-2884**. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* 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.