



June 12, 2018

Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RECEIVED
JUN 18 2018
CONSUMER PROTECTION

RE: Security Breach Notification

To Whom It May Concern:

I serve as the Executive Director/CIO of the Educational Employees' Supplementary Retirement System of Fairfax County ("ERFC")

I am writing to notify you of a data security incident that we were notified of on May 7, 2018. This security breach occurred in connection with the mailing of ERFC Spring 2018 Newsletters to certain retirees. ERFC employs the services of Master Print, who in turn uses Fulfillment Solutions of Sterling Va., as its mail house. ERFC forwarded to Master Print information containing the names, addresses, and Social Security numbers of those retirees to produce the mailing labels. Fulfillment Solutions produced the digital newsletter label proof that did not include the Social Security numbers of the retirees. Unfortunately, the Social Security numbers were included on the actual mailing labels above the names and addresses of the retirees. The Social Security numbers listed on the mailing labels did not contain dashes, but did contain all nine digits of that particular retiree's Social Security number. ERFC became aware of the security incident on May 7, 2018 after receiving a phone call from a newsletter recipient alerting ERFC to the error.

Upon learning of the security incident, ERFC's Executive Director and Deputy Director convened a meeting of the retirement staff to alert them to the Security Incident and discuss next steps. ERFC has confirmed that Master Print destroyed any documents containing social security numbers. ERFC has notified its insurance carrier and has retained counsel in order to assess its obligations as a result of the security incident. This incident affected 5 New Hampshire residents. ERFC notified the affected individuals on June 20, 2018 and provided them with monitoring since June 20, 2018 and provided proper notification in writing, and a copy of the formatted letter is attached. As the letter indicates, ERFC will be offering credit monitoring service for one year at ERFC's expense. ERFC is taking steps to comply with all applicable notification obligations.

Please contact me should you have any questions.

Sincerely,

Eli Martinez
Executive Director & Chief Investment Officer
Educational Employees Supplementary Retirement System of Fairfax County



_____, 2018

Sample
123 Main St
Charlottesville, Virginia 22901

RE: Important Security Notification. Please read this entire letter.

Dear Member:

We are contacting you regarding a data security incident that we were notified of on May 7, 2018. This security breach occurred in connection with the mailing of ERFC Spring 2018 Newsletters to certain retirees. ERFC employs the services of Master Print, who in turn uses Fulfillment Solutions of Sterling Va., as its mail house. ERFC forwarded to Master Print information containing the names, addresses, and Social Security numbers of those retirees to produce the mailing labels. Fulfillment Solutions produced the digital newsletter label proof that did not include the Social Security numbers of the retirees. Unfortunately, the Social Security numbers were included on the actual mailing labels above the names and addresses of the retirees. The Social Security numbers listed on the mailing labels did not contain dashes, but did contain all nine digits of that particular retiree's Social Security number. As a result, your personal information may have been potentially exposed to others.

ERFC became aware of the security incident on May 7, 2018 after receiving a phone call from a newsletter recipient alerting ERFC to the error.

What Did We Do to Protect Your Information?

Please be assured that we have taken every step necessary to address the incident, and that we are committed to fully protecting all of the information that you have entrusted to us. Fairfax County worked with data privacy experts and other professionals to further protect your privacy. ERFC also has implemented the following protective measures:

- Increased identification procedures for retirees who contact ERFC
- Flagged affected retiree accounts internally
- Escalated calls, mail or email requests to change a retiree address or direct deposit information to management for approval
- IT Department monitoring new ERFCDirect accounts opened by affected retirees
- Purged all ERFC incident-related documents and internal/external emails
- Confirmed destruction of data, mailing files, and emails by Master Print and Fulfillment Solutions

In addition, and to help protect your identity, we are offering a complimentary one-year membership in Experian's Credit 1-Bureau. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 (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 offer is available to you for one year 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. You will also find self-help tips and information about identity protection at this site.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- **Ensure that you enroll by September 30, 2018** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [**www.experianidworks.com/credit**](http://www.experianidworks.com/credit)
- Provide your **activation code**:

If you have questions about the 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 1-877-890-9332 by September 30, 2018. Be prepared to provide engagement number DB07168 as proof of eligibility for the identity restoration services by Experian.

Additional Details Regarding Your 12-Month Experian IdentityWorks Membership

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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.

- **\$1 Million Identity Theft Insurance****: Provides coverage for certain costs and unauthorized electronic fund transfers.

What You Can Do to Protect Your Information

Please remain vigilant by reviewing account statements and monitoring free credit reports. There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to the enclosed list of additional actions to reduce your chance of identity theft below. Also, please refer to www.ExperianIDWorks.com/restoration for this information. As we go through this process I would ask the following:

1. Please let us know if you learn of or experience any suspicious activity with your credit cards, bank accounts or tax return processing. If you suspect identity fraud, you should report it to a law enforcement agency. We will cooperate with any investigations that state and federal law enforcement open, and provide any information we can to assist their efforts.
2. Trust that we are doing, and will continue to do, everything possible to protect your personal information and reduce the likelihood of any further problems.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at 703-426-3900 or 1-844-758-3973.

Sincerely,

Eliazer Martinez
Executive Director and CIO

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

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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➤ **USE TOOLS FROM CREDIT PROVIDERS**

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

➤ **BE AWARE OF SUSPICIOUS ACTIVITY INVOLVING YOUR HEALTH INSURANCE**

Contact your healthcare provider if bills do not arrive when expected, and review your Explanation of Benefit forms to check for irregularities or suspicious activity. You can also contact your health insurance company to notify them of possible medical identity theft or ask for a new account number.

➤ **OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF**

- Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding protecting your identity.
- The Federal Trade Commission has an identity theft hotline: 1-877-438-4338; TTY: 1-866-653-4261. They also provide information online at www.ftc.gov/idtheft.
- Individuals can obtain information about steps to avoid identity theft from any of the above credit reporting agencies or the Attorney General.