



City of Goodyear  
City Attorney's Office, Legal Services Department

June 12, 2018

The Honorable Gordon MacDonald  
Attorney General of New Hampshire  
33 Capitol Street  
Concord, NH 03301

RECEIVED  
JUN 15 2018  
CONSUMER PROTECTION

Sent via U.S. Certified Mail & Email at: [attorneygeneral@doj.nh.gov](mailto:attorneygeneral@doj.nh.gov)

### Notice of Data Breach

Dear Mr. Attorney General:

Pursuant to New Hampshire Rev. Statutes § 359-C:19-C:21, 358-A:4, we are writing to notify you of a breach of security and unauthorized data access involving one New Hampshire resident.

On Monday, May 7, city staff was notified of a possible security breach of the credit/debit card payment system. Residents that utilized our online payment system potentially had some personal data exposed through a data breach of our Superior payment portal. This electronic data may have included name, address and payment card information.

According to our records, there was one affected individual residing in New Hampshire whose personal information may have been exposed to an unauthorized intruder. The individual affected was notified by a letter dated June 4, 2018 via U.S. mail. A copy of the notice sent to the individual impacted is enclosed with this letter.

Upon discovery of the breach, the system was immediately shut down. Law enforcement was immediately notified and is conducting their own investigation. City of Goodyear has made immediate enhancements to its systems, security and practices to ensure that appropriate security protocols are in place going forward. We are providing access to Triple Bureau Credit Monitoring services at no charge to the individual impacted by the breach. We are also providing proactive fraud assistance to help with any questions a cardholder might have. These services will be provided by CyberScout, a company that specializes in identity theft education and resolution.

At city of Goodyear, we take our responsibilities to protect our customer accounts and personal information very seriously and have taken appropriate precautionary measures to ensure the financial security of our customers. If you need to speak with the city of Goodyear regarding this incident, please contact the City Attorney's Office at (623) 882-7227 from 8:00 am to 5:00 pm Arizona time, Monday through Friday.

Sincerely,

Roric Massey,  
City Attorney

190 N. Litchfield Road  
Goodyear, AZ 85338  
P 623-882-7227 F 623-882-7230

[goodyearaz.gov](http://goodyearaz.gov)





June 4, 2018

The «LName» Household  
«Address»  
«M\_2nd\_address»  
«City», «State» «Zip»

Notice of Data Breach

Dear Valued Customer:

**What happened?**

You are receiving this letter because a payment was received on your account through our online Click2Gov payment portal. People that utilized our online payment system potentially had some personal data exposed through a data breach of our Click2Gov payment portal. It is very important that you read this letter in its entirety.

On Monday, May 7, city staff was notified of a possible breach of the credit/debit card payment system. As a safeguard, the system was turned off the same day. The city's third-party payment vendor immediately conducted a forensic investigation, which confirmed the system was breached in spite of all normal cybersecurity precautions.

**What information was involved?**

Forensics specialists have indicated that some personal data belonging to whoever utilized our online payment system may have been exposed to the unauthorized intruder. This data may have included name, address and payment card information. Law enforcement was also notified and is conducting their own investigation.

**We are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.**

**What is city of Goodyear doing to address this situation?**

We are committed to helping those people who may have been impacted by this unfortunate situation. That's why the city of Goodyear is providing access to ***Triple Bureau Credit Monitoring\**** services at no charge to the person whose payment card may have been impacted. These services will provide alerts for twelve months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent the same day that the change or update takes place with the bureau. In addition, we are providing proactive fraud assistance to help with any questions that the cardholder might have. These services will be provided by **CyberScout**, a company that specializes in identity theft education and resolution.

\* Services marked with an "\*" require an Internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

### **How do I enroll for the free services?**

To enroll in Triple Bureau Credit Monitoring\* services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. **When prompted please provide the following unique code to receive services: «Unique\_code» This code is valid for one (1) person to enroll in credit monitoring services.**

For guidance with the **CyberScout** services, or to obtain additional information about these services, **please call the CyberScout help line 1-833-428-7295** and supply the fraud specialist with the unique code referenced above. Representatives are available 8:00 am to 5:00 pm Arizona Time, Monday through Friday.

### **What can I do on my own to address this situation?**

We are urging all customers to notify their debit or credit card issuing bank(s) of this incident and inform them that your account may be at an increased risk for fraud so that your bank can flag the account(s) or reissue your card(s). We also encourage you to monitor your accounts closely for any suspicious activity and to notify your financial institution immediately if you notice any unauthorized transactions.

In addition, if someone made a credit or debit card payment to the city of Goodyear on your behalf, it is very important for you to inform them of this data breach, as the city does not have the ability to contact them directly with this notification.

In addition, you may want to consider the following:

**If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:**

**Experian (1-888-397-3742)**  
P.O. Box 4500  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

**Equifax (1-800-525-6285)**  
P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)

**TransUnion (1-800-680-7289)**  
P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)

**Also, should you wish to obtain a credit report and monitor it on your own:**

- Obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity.

### **Other important information**

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

\* Services marked with an "\*" require an Internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**For more information**

While CyberScout should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with the city of Goodyear regarding this incident. If so, please call our Customer Service Supervisor at (623) 882-7876 from 8:00 am to 5:00 pm Arizona Time, Monday through Friday.

At city of Goodyear, we take our responsibilities to protect your personal information very seriously. We understand how distressing it is to have card information compromised, and we sincerely apologize for the frustration and inconvenience this has caused our valued customers.

Sincerely,

A handwritten signature in black ink that reads "Julie Arendall". The signature is written in a cursive, flowing style.

Julie Arendall  
City Manager



**Additional Important Information**

**For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

**Equifax**  
P.O. Box 740241  
Atlanta, GA 30374  
1-800-685-1111  
www.equifax.com

**Experian**  
P.O. Box 22104  
Allen, TX 75013  
1-888-397-3742  
www.experian.com

**TransUnion**  
P.O. Box 2000  
Chester, PA 19022  
1-800-888-4213  
www.transunion.com

You may also obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**For residents of Iowa:**

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

**For residents of Maryland, North Carolina, and Illinois:**

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the Attorney General**  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
www.oag.state.md.us

**North Carolina Office of the Attorney General**  
Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
www.ncdoj.com

**Federal Trade Commission**  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
www.ftc.gov/bcp/edu/microsites/idtheft

**For residents of Massachusetts:**

State law requires you be informed of your right to obtain a police report if you are a victim of identity theft.

**For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus 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 credit bureaus is below:

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. 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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a small fee to place, lift, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
[https://www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
<https://www.experian.com/freeze/center.html>

**TransUnion (FVAD)**  
P.O. Box 2000  
Chester, PA 19016  
<https://freeze.transunion.com>

More information can also be obtained by contacting the Federal Trade Commission listed above.

\* Services marked with an "\*" require an Internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.