

September 20, 2024

MA

### NOTICE OF DATA SECURITY INCIDENT

Dear [REDACTED]:

Franklin County, Kansas (the "County") is writing to inform you of a recent cyber incident involving personal information maintained by the County, including protected health information related to individuals who received services from the County. We take this matter very seriously because we are committed to the privacy and security of all information in our possession. Therefore, we are providing this notice to inform you of the incident, offer complimentary identity monitoring services, and suggest ways that you can protect your information.

#### What We Are Doing About It

The County's investigators searched Dark Web sources and found no indication that any personal information that the County maintains had been released or offered for sale as a result of this incident. To further enhance our security and to help prevent similar issues in the future, we have taken the following steps:

1. Deployed security monitoring tools to enhance detection and accelerate response to cyber incidents;
2. Strengthened network access security requirements;
3. Disabled inactive user accounts in order to reduce possible security threats; and
4. Implemented enhanced technical security solutions including updated firewall protections.

Additionally, the County notified appropriate state regulators.

#### What You Can Do

We recommend that you take the following preventative measures to help detect and mitigate any misuse of your information:

1. Enroll in a complimentary, two-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, free credit reports, and any health insurance Explanation of Benefits (EOB) forms for unauthorized or suspicious activity. If you notice any health care services listed in your EOB that you did not receive, you should contact your health plan or doctor. 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 notice.

3. Report any incidents of suspected identity theft to your local law enforcement, state Attorney General and the major credit bureaus. **As a Massachusetts resident, you have the right to obtain any police report filed about this incident. If you are a victim of identity theft, you also have the right to file a police report and obtain a copy of it concerning any fraud or identity theft committed using your personal information.**

#### **For More Information**

Please accept our apologies that this incident occurred. The privacy and security of your information is important to us, and we remain committed to protecting it. If you have any questions or concerns about this incident, you may call our dedicated assistance line toll-free at **833-918-8989** between 8 am and 8 pm Central Time, Monday-Friday, excluding major holidays. Please be prepared to provide engagement number: **B131829**.

Sincerely,



Thomas Winter  
Director of Emergency Management  
Franklin County

## 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 <https://consumer.ftc.gov/features/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>
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### 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.

### **Protecting Your Medical Information**

We have no information to date indicating that your medical information involved in this incident was or will be used for any unintended purposes. As a general matter, however, the following practices can help to protect you from medical identity theft.

- Only share your health insurance cards with your health care providers and other family members who are covered under your insurance plan or who help you with your medical care.
- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

### **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**

**MASSACHUSETTS residents:** There is no charge for requesting a security freeze, and you have the right to file and obtain a copy of a police report concerning any fraud or identity theft committed using your personal information.

## ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

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

- Ensure that you **enroll by: December 31, 2024** (Your code will not work after this date).
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** [REDACTED]

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 **833-918-8989** by **December 31, 2024**. Be prepared to provide engagement number **B131829** 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 **833-918-8989**. 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 24 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.

September 20, 2024

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Dear [REDACTED]:

Franklin County, Kansas (the "County") is writing to inform you of a recent cyber incident involving personal information maintained by the County, including protected health information related to individuals who received services from the County. We take this matter very seriously because we are committed to the privacy and security of all information in our possession. Therefore, we are providing this notice to tell you about the incident, offer complimentary identity monitoring services, and suggest ways that you can protect your information.

### What Happened

On May 20, 2024, the County discovered and responded to a ransomware attack on our computer network. We immediately began working with a nationally recognized digital forensics team to secure our network and investigate what happened. We also alerted and cooperated with federal law enforcement. Through our investigation, we learned that on May 19, 2024 the cyber criminals responsible for the attack took some data from the County's network. Once we discovered this, we began a thorough review to determine what information may have been involved, who may have been affected, and where those people live so that we could provide notice. Beginning on August 16, 2024, we determined that some of your personal information was included in the data taken from the County's network.

### What Information Was Involved

The impacted data contained your name in combination with some or all of the following: Social Security number, driver's license number, address, date of birth, information related to your medical condition, treatment or diagnosis, medications, name(s) of healthcare provider(s), information regarding services provided to you by the County, such as locations of service, dates of service, medical record number, vaccination information, COVID related information, insurance identification number, and/or insurance or billing information.

### What We Are Doing About It

The County's investigators searched Dark Web sources and found no indication that any personal information that the County maintains had been released or offered for sale as a result of this incident. To further enhance our security and to help prevent similar issues in the future, we have taken the following steps:

1. Deployed security monitoring tools to enhance detection and accelerate response to cyber incidents;
2. Strengthened network access security requirements;
3. Disabled inactive user accounts in order to reduce possible security threats; and
4. Implemented enhanced technical security solutions including updated firewall protections.

Additionally, the County notified the United States Department of Health and Human Services and appropriate state regulators.

### **What You Can Do**

We recommend that you take the following preventative measures to help detect and mitigate any misuse of your information:

1. Enroll in a complimentary, two-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, free credit reports, and any health insurance Explanation of Benefits (EOB) forms for unauthorized or suspicious activity. If you notice any health care services listed in your EOB that you did not receive, you should contact your health plan or doctor. 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 notice.
3. Report any incidents of suspected identity theft to your local law enforcement, state Attorney General and the major credit bureaus.

### **For More Information**

Please accept our apologies that this incident occurred. The privacy and security of your information is important to us, and we remain committed to protecting it. If you have any questions or concerns about this incident, you may call our dedicated assistance line toll-free at 833-918-8989 between 8 am and 8 pm Central Time, Monday-Friday, excluding major holidays. Please be prepared to provide engagement number: **B131829**.

Sincerely,



Thomas Winter  
Director of Emergency Management  
Franklin County

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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 <https://consumer.ftc.gov/features/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.

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### **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**

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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.

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- Review your “explanation of benefits statement” which you receive from your health insurance company. Follow up with your insurance company or care provider for any items you do not recognize. If necessary, contact the care provider on the explanation of benefits statement and ask for copies of medical records from the date of the potential access (noted above) to current date.
- Ask your insurance company for a current year-to-date report of all services paid for you as a beneficiary. Follow up with your insurance company or the care provider for any items you do not recognize.

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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**

**DISTRICT OF COLUMBIA residents:** You may also obtain information about preventing and avoiding identity theft from the D.C. Attorney General’s Office. This office can be reached at:

Office of the Attorney General of the District of Columbia  
Office of Consumer Protection  
400 6<sup>th</sup> Street NW  
Washington, D.C. 20001  
[www.oag.dc.gov](http://www.oag.dc.gov)  
1-202-727-3400

**MASSACHUSETTS residents:** There is no charge for requesting a security freeze, and you have the right to file and obtain a copy of a police report concerning any fraud or identity theft committed using your personal information.

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\* 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.