

CITY OF
LONG BEACH

Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

April 14, 2025

Dear [REDACTED]

The City of Long Beach (the “City”) values and respects the privacy of your information, which is why we are writing to advise you of a recent data security incident that may have involved some of your personal information. We have no reason to believe that your information has been misused for the purpose of committing fraud or identity theft. Nonetheless, we are writing to advise you about the incident and to provide you with guidance on what you can do to protect your information, should you feel it is appropriate to do so.

On or about November 14, 2023, the City experienced a cybersecurity incident. As a result of the incident, an unauthorized actor obtained access to our network. Upon learning of this issue, the City immediately initiated a thorough and detailed technical investigation into the incident with the assistance of external information technology experts, and we notified our community. As part of our investigation, we have been working very closely with leading, external cybersecurity professionals experienced in handling these types of incidents. The City also notified law enforcement, and notified the public of the incident through various public communications channels. After an extensive forensic investigation and manual document review, we determined on March 18, 2025, that certain impacted files containing your personal information may have been accessed and/or acquired by an unauthorized individual(s). The potentially impacted information may include [REDACTED]
[REDACTED]

To date, the City is not aware of any reports of identity fraud or misuse of your information as a result of this incident. Nevertheless, out of an abundance of caution, the City wanted to make you aware of the incident. To protect your identity from any potential misuse of your information, we are offering a complimentary [REDACTED] credit-monitoring service with Experian IdentityWorksSM. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. For more information on identity-theft prevention and IdentityWorksSM, including instructions on how to activate your complimentary membership, please see the additional information provided in this letter.

This letter also provides other standard precautionary measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

Please accept our apologies that this incident occurred. Data security is of the utmost importance to the City, and we are committed to protecting the data that our community entrusts to us. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

If you have questions regarding this letter, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 6:00 AM to 6:00 PM., Pacific Time.

Sincerely,

The City of Long Beach, CA
411 W. Ocean Blvd., 7th Floor
Long Beach, CA 90802

– OTHER IMPORTANT INFORMATION –

1. **Enrolling in Complimentary 24-Month Credit Monitoring.**

Activate IdentityWorks Now in Three Easy Steps

1. ENROLL by: [REDACTED] Your Activation Code will not work after this date.
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the Membership Number: [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 [REDACTED] by [REDACTED] no later than [REDACTED]. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR
EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

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

**Activate your membership today at [REDACTED]
or call [REDACTED] to register with the activation code above.**

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at [REDACTED]-288-8057.

* 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.

2. Placing a Fraud Alert on Your Credit File.

Whether or not you choose to use the complimentary credit monitoring services, we recommend that you place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one (1) of the three (3) major credit bureaus at the numbers listed below. As soon as one (1) credit bureau confirms your fraud alert, they will notify the others.

<i>Equifax</i>	<i>Experian</i>	<i>TransUnion</i>
P.O. Box 105069	P.O. Box 9554	Fraud Victim Assistance Department
Atlanta, GA 30348-5069	Allen, TX 75013	P.O. Box 2000
https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/	https://www.experian.com/fraud/center.html	https://www.transunion.com/fraud-alerts
(800) 525-6285	(888) 397-3742	(800) 680-7289

3. Consider Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

<i>Equifax Security Freeze</i>	<i>Experian Security Freeze</i>	<i>TransUnion Security Freeze</i>
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348-5788	Allen, TX 75013	Woodlyn, PA 19094
https://www.equifax.com/personal/credit-report-services/credit-freeze/	http://experian.com/freeze	https://www.transunion.com/credit-freeze
(888) 298-0045	(888) 397-3742	(888) 909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. 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 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.

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.

4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one (1) free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call [REDACTED] or request your free credit reports online at [REDACTED]. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. Protecting Your Health Information.

As a general matter, 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 that you receive from your health insurance company. Follow up with your insurance company or the 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 disclosure 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 care provider for any items you do not recognize.

6. Additional Helpful Resources.

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 on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain a police report in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.