

15643



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

RE: Notice of Data Security Incident

Dear <<Name 1>>:

Communities Connected for Kids (“CCK”) is writing to inform you of an incident that may affect the security of some of your personal information. While CCK is unaware of any actual or attempted identity theft or fraud in relation to the incident, we are providing affected individuals with information about the incident and steps they may take to better protect against the possibility of identity theft or fraud should they feel it is necessary to do so.

What Happened? On March 15, 2019, CCK was advised by its third-party vendor about suspicious activity relating to databases storing CCK information. CCK immediately began investigating the nature and scope of the incident with assistance from an outside computer forensics expert. On April 10, 2019, the investigation determined that between August of 2018 and March of 2019, an unauthorized actor was able to gain access to information stored in internal databases that contain sensitive information relating to client children who receive services through CCK and their parents.

What Information Was Involved? You are receiving this letter because (1) you were identified as an individual who received services through CCK in the past as either a client child or the parent or guardian of a client child; and (2) you were affected by this incident. CCK determined that the type of information potentially impacted may vary by individual and that the following types of information may be impacted: name, contact information (including email address, mailing address, and phone number), Social Security number, driver’s license number, financial information, date of birth, Medicaid number, and notes relating to comprehensive behavioral health assessments (including medical diagnosis and treatment information, and family history information), and health insurance information.

What We Are Doing. CCK takes the privacy and security of sensitive information within its care very seriously. Since learning of this issue, CCK took immediate steps to identify the issues that allowed unauthorized access to its databases to occur and is working hard to address them. CCK has taken every necessary step to investigate this incident and the impact it may have on children, parents, and others involved in the child-welfare system in Florida that may have been affected. Due to the age and nature of much of the impacted information, a thorough and time-consuming review was necessary to determine address information for affected individuals so CCK could mail written notice of the incident.

In an effort to make affected individuals aware of the incident as quickly as possible, CCK previously published notice about the incident on its website and to news media outlets throughout Florida on May 14, 2019.

As an added precaution, we are also offering you access to 12 months of complimentary credit monitoring and identity protection services through Equifax. The cost of this service will be paid for by CCK. Instructions on how to enroll in the credit monitoring and identity protection services can be found in the enclosed *Steps You Can Take to Protect Against Identity Theft and Fraud*.

What Can You Do? You can review the enclosed *Steps You Can Take to Protect Against Identity Theft and Fraud* for additional information on how to better protect against identity theft and fraud. You can also enroll to receive the complimentary credit monitoring and identity restoration services described above.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 1-877-565-6281, Monday through Friday from 9:00 am to 9:00 pm ET.

We sincerely apologize for this incident and regret any concern or inconvenience this has caused you.

Sincerely,

Carol DeLoach

Carol DeLoach
Chief Executive Officer
Communities Connected for Kids

Steps You Can Take to Protect Against Identity Theft and Fraud

Product Information

Equifax® Credit Watch™ Gold provides you with the following key features:

- Equifax® credit file monitoring with alerts to key changes to your Equifax Credit Report
- Automatic Fraud Alerts¹ With a fraud alert, potential lenders are encouraged to take extra steps to verify your ID before extending credit
- Wireless alerts (available online only) Data charges may apply.
- Access to your Equifax® credit report
- Up to \$25,000 Identity Theft Insurance
- Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m.

Enrollment Instructions

To sign up online for online delivery go to www.myservices.equifax.com/gold

1. **Welcome Page:** Enter the <<Activation Code>> Activation Code provided here and click the "Submit" button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the "Continue" button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the "Continue" button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.
6. **Enrollment Deadline:** <<Enrollment Deadline>>

To sign up for US Mail delivery, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that under this option all credit reports and alerts will be sent to you via US Mail only.

1. **Activation Code:** You will be asked to enter your enrollment code as provided at the top of this letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your Equifax credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

The confidentiality, privacy and security of your personal information is one of our highest priorities. That's why we are sharing these steps you can take to protect your identity and uncover any fraudulent activity on your accounts.

Other Steps You Can Take: We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

PO Box 9554
 Allen, TX 75013
 1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 2000
 Chester, PA 19016
 1-888-909-8872
www.transunion.com/credit-freeze

Equifax

PO Box 105788
 Atlanta, GA 30348-5788
 1-800-685-1111
www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. 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.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 2002
 Allen, TX 75013
 1-888-397-3742
www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
 Chester, PA 19016
 1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
 Atlanta, GA 30348
 1-888-766-0008
www.equifax.com/personal/credit-report-services

You can further educate yourself regarding identity theft, fraud alerts, security freezes and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580, www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For North Carolina residents, the Attorney General can be contacted at: 9001 Mail Service Center; Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; and www.ncdoj.gov.

For Maryland residents, the Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For Rhode Island residents, the Attorney General can be contacted by mail at 150 South Main Street, Providence, RI 02903; by phone at (401) 274-4400; and online at www.riag.ri.gov. A total of 41 Rhode Island residents may be impacted by this incident.

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P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
To the Parent of Guardian of
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

RE: Notice of Data Security Incident

Dear Parent or Guardian of <<Name 1>>:

Communities Connected for Kids ("CCK") is writing to inform you of an incident that may affect the security of some of your minor dependent's personal information. While CCK is unaware of any actual or attempted identity theft or fraud in relation to the incident, we are providing affected individuals with information about the incident and steps they may take to better protect against the possibility of identity theft or fraud should they feel it is necessary to do so.

What Happened? On March 15, 2019, CCK was advised by its third-party vendor about suspicious activity relating to databases storing CCK information. CCK immediately began investigating the nature and scope of the incident with assistance from an outside computer forensics expert. On April 10, 2019, the investigation determined that between August of 2018 and March of 2019 an unauthorized actor was able to gain access to information stored in internal databases that contain sensitive information relating to client children who receive services through CCK and their parents.

What Information Was Involved? Your minor is receiving this letter because they were identified as an individual affected by this incident who received services through CCK in the past as a client child. CCK determined that the type of information potentially impacted may vary by individual and that the following types of information may be impacted: name, contact information (including email address, mailing address, and phone number), Social Security number, driver's license number, financial information, date of birth, Medicaid number, and notes relating to comprehensive behavioral health assessments (including medical diagnosis and treatment information, and family history information), and health insurance information.

What We Are Doing. CCK takes the privacy and security of sensitive information within its care very seriously. Since learning of this issue, CCK took immediate steps to identify the issues that allowed unauthorized access to its databases to occur and is working hard to address them. CCK has taken every necessary step to investigate this incident and the impact it may have on children, parents, and others involved in the child-welfare system in Florida that may have been affected. Due to the age and nature of much of the impacted information, a thorough and time-consuming review was necessary to determine address information for affected individuals so CCK could mail written notice of the incident.

In an effort to make affected individuals aware of the incident as quickly as possible, CCK previously published notice about the incident on its website and to news media outlets throughout Florida on May 14, 2019.

As an added precaution, we are also offering your minor access to 12 months of Child Identity Monitoring services through Equifax. The cost of this service will be paid for by CCK. Instructions on how to enroll in the credit monitoring and identity protection services can be found in the enclosed *Steps You Can Take to Protect Against Identity Theft and Fraud*. If the intended recipient of this letter is 18 years or older, they can call the dedicated assistance line below to receive adult monitoring services.

What Can You Do? You can review the enclosed *Steps You Can Take to Protect Against Identity Theft and Fraud* for additional information on how to better protect against identity theft and fraud. You can also enroll your minor to receive the complimentary credit monitoring and identity restoration services described above.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 1-877-565-6281, Monday through Friday from 9:00 am to 9:00 pm ET.

We sincerely apologize for this incident and regret any concern or inconvenience this has caused you.

Sincerely,

Carol DeLoach

Carol DeLoach
Chief Executive Officer
Communities Connected for Kids

Steps You Can Take to Protect Against Identity Theft and Fraud

Product Information

Equifax Child Identity Monitoring will scan the Equifax credit database for any instances of the minor's social security number and look for a copy of the minor's Equifax credit file.

- If no SSN match is found and no Equifax credit file exists, Equifax will create an Equifax credit file in the minor's name and immediately "lock" the Equifax credit file. This will prevent access to the minor's Equifax credit file in the future. If Equifax receives a request for your minor's Equifax credit report, you will receive an email alert.
- If there is a match and an Equifax credit file exists, Equifax will immediately "lock" the file and alert you to activity against the file, such as an attempt to open a new line of credit.
- The minor's Equifax credit file will be locked for 12 months from date of activation. After that time, the minor's Equifax credit file will be deleted from our credit database if it contains no credit data.

Enrollment Instructions

To enroll in Equifax Child Identity Monitoring go to http://myservices.equifax.com/efx1_brminor and follow the instructions below:

1. **Welcome Page:** Enter the <<Activation Code>> Activation Code provided here and click the "Submit" button.
2. **Register:** Complete the form with **YOUR** contact information first (name, gender, home address, date of birth, Social Security Number and telephone number) and click the "Continue" button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, after reviewing the Terms of Use, check the box to accept the Terms of Use and click the "Continue" button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.
6. **Click the orange button "Enroll Child"** to enter your child's information (child's name, Date of Birth and Social Security Number). Note: if you enter the child's SSN incorrectly, you will need to remove the minor by going to your Member Center and clicking on "My Account" to remove the minor from the account. You may then reenroll the minor with the correct SSN.
7. **Check the box confirming you are the child's parent or guardian.**
8. **Click "Submit"** to enroll your child.
9. **Enrollment Deadline:** <<Enrollment Deadline>>

Monitor Your Accounts. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your minor dependent's account statements and explanation of benefits forms, and to monitor your minor dependent's credit report to ensure credit has not been granted in his or her name. While minors under the age of 18 typically do not have credit files, the following information relates to protecting one's credit once established:

Credit Reports. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Fraud Alerts. You have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-888-836-6351
www.equifax.com/personal/credit-report-services

Security Freeze. You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian
PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com/credit-freeze

Equifax
PO Box 105788
Atlanta, GA 30348-5788
1-888-298-0045
www.equifax.com/personal/credit-report-services

Additional Information. To further educate and protect yourself against identity theft, fraud alerts, and security freezes, contact the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.

For North Carolina residents, the Attorney General can be contacted at: 9001 Mail Service Center; Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; and www.ncdoj.gov.

For Maryland residents, the Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For Rhode Island residents, the Attorney General can be contacted by mail at 150 South Main Street, Providence, RI 02903; by phone at (401) 274-4400; and online at www.riag.ri.gov. A total of 41 Rhode Island residents may be impacted by this incident.

Other Steps Taken and To Be Taken

CCK takes the privacy and security of sensitive information within its care very seriously. Since learning of this issue, CCK took immediate steps to identify the issues that allowed unauthorized access to its databases to occur and is working hard to address them. CCK is providing individuals whose personal information was potentially affected by this incident with access to credit monitoring services for two years through Equifax at no cost to these individuals.

Additionally, CCK is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. CCK is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. CCK is also notifying other state regulators as required.