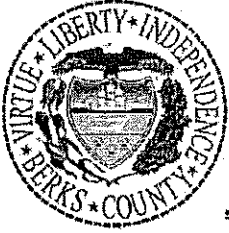


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COUNTY OF BERKS, PENNSYLVANIA
Office of the Commissioners

Services Center, 13th Floor
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Christian Y. Leinbach, Chair
Kevin S. Barnhardt, Vice Chair
Michael S. Rivera, Commissioner

Ronald R. Seaman, Chief Administrative Officer
Christine M. Sadler, Solicitor
Maryjo Gibson, Chief Clerk

February 14, 2020



Notice of Data Security Incident

Dear [REDACTED]

We are writing to tell you about a recent incident where some of your personal information was inadvertently sent to unauthorized individuals. Specifically, on February 11, 2020, we first learned that a Berks County employee sent a document containing your date of birth and Social Security number to two individuals in response to an open records request.

We take this matter very seriously and worked to understand what happened and, more importantly, to prevent future occurrences. We have contacted the two individuals who received the information and verified 1) whether they had opened the email that attached the document; 2) that they had not shared any information in the email or attachment; and 3) that they have deleted all copies of the document. At this time, there is no indication that this data has been inappropriately used or further disclosed by anyone. We are providing this notice to you as a precautionary measure, to inform you of the incident and steps that can be taken to protect yourself.

What Happened

On February 11, 2020, an employee sent an email with an attachment of a list of individuals recently committed to the Berks County Prison System to two individuals who had requested the information in an open records request. On that date, Berks County discovered that the attachment also contained the dates of birth, Social Security numbers and other information related to criminal proceedings of individuals committed.

On February 12, 2020, Berks County contacted the two individuals that received the emails. These individuals verified whether the emails had been opened, that the content of the email was not shared and agreed to immediately delete any copies of the document containing personal information.

What We Are Doing About It

Berks County has worked to understand the cause and scope of this incident. When we discovered this incident, we immediately contacted the recipients of the document and instructed the recipients to delete the document. Berks County also attempted to recall the message.

Our team is working to help prevent similar occurrences in the future. We have re-educated the staff directly involved and will also continue to educate, counsel and train our staff on how to avoid the dissemination of sensitive information.

Dedicated to public service with integrity, virtue & excellence

www.countyofberks.com

What Can You Do

Although we are not aware of any inappropriate use of your personal information, we are notifying you so that you can take steps to protect yourself. As part of that effort, we have engaged with Experian, an identity monitoring service, to offer protection services at no charge to you.

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 bring this letter to your treatment counselor in order to assist in contacting an Experian agent at 1-877-890-9332. 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).

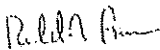
Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps listed in the attachment.

If you have any questions about this incident, please contact your treatment counselor to assist in contacting me by phone at 610.478.6136, ext. 6114 or email at CAO@countyofberks.com.

We sincerely apologize for any inconvenience this incident has caused and want to reassure you that maintaining the confidentiality of personal information remains our priority.

Sincerely,



Ronald R. Seaman
Chief Administrative Officer

Enclosure

Steps to Activate IdentityWorks

1. ENROLL by: **May 31, 2020** (Your code will not work after this date.)
2. VISIT the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcredit or CALL 1-877-890-9332.
3. PROVIDE the Activation Code: [REDACTED]
4. PROVIDE the Engagement Number: [REDACTED]

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:

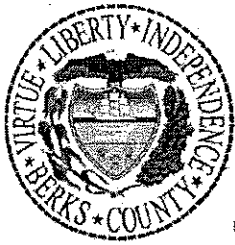
- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity 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.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-890-9332 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.

* Online 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.



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February 24, 2020



Extended identity theft protection

Dear [REDACTED]

This letter is intended to follow up regarding my February 14, 2020 correspondence notifying you of a data security incident involving your information. Specifically, this letter is intended to inform you that the County is offering you a complementary two-year membership of Experian's® IdentityWorksSM service, rather than a one-year membership as originally stated. To activate your membership and start monitoring your personal information, please see the attached letter and contact your treatment counselor.

Additionally, 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 Attachment to this letter.

We sincerely apologize for the inconvenience and concern this incident causes you. Your informational privacy is very important to us, and we will continue to do everything we can to correct this situation and fortify our operational protections for you and others.

If you have any questions about this incident, please contact your treatment counselor to assist in contacting me by phone at 610.478.6136, ext. 6114 or email at CAO@countyofberks.com.

We sincerely apologize for any inconvenience this incident has caused and want to reassure you that maintaining the confidentiality of personal information remains our priority.

Sincerely,

Ronald R. Seaman
Chief Administrative Officer

Enclosure

ATTACHMENT

Actions to Help Reduce Your Chances of Identity Theft:

➤ **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE**

A **security freeze** restricts access to your credit file, making it harder for identity thieves to open new accounts in your name. You will need to provide your name, address, date of birth and Social Security number when requesting a security freeze. There is no cost to you to freeze your credit file. You may contact the credit reporting companies below for assistance.

Equifax
1-800-525-6285
www.equifax.com

Experian
1-888-397-3742
www.experian.com

TransUnion
1-800-680-7289
www.transunion.com

➤ **ORDER YOUR FREE ANNUAL CREDIT REPORTS**

Visit www.annualcreditreport.com or call 877-322-8228. 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.

➤ **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.

➤ **REVIEW YOUR EXPLANATION OF BENEFITS STATEMENT**

Regularly review the explanation of benefits statement(s) that you receive from your health care providers or health plan. If you see any service that you believe you did not receive, you should contact your health care provider or health plan at the telephone number listed on the explanation of benefits statements. If you do not receive regular explanation of benefits statements, contact your health care providers or health plan and ask that they send you a copy after each visit you make to your health care providers.

➤ **OBTAIN A POLICE REPORT**

You may have a right to obtain a police report concerning this incident, although one has not been filed.

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

The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

Please keep a copy of this notice for your records in case of future problems with your medical records or credit information.