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DIOCESE OF CHARLOTTE

C/O IDX  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

November 16, 2020

RE: NOTICE OF DATA BREACH

Dear <<First Name>> <<Last Name>>,

We are contacting you to inform you of a data breach experienced by a third-party vendor for the Diocese of Charlotte that involved your personal information. To provide peace of mind, the vendor is offering free credit monitoring and fraud assistance services.

Blackbaud Inc. is an international provider of fundraising and financial software for charitable and nonprofit organizations, which hosts a variety of databases for the diocese. On Sept. 29, 2020, Blackbaud notified us that a security breach the company detected in May included several diocesan files containing sensitive personal information. The diocese requested information detailing which of our constituents' information may have been compromised. We received that information on Oct. 6, 2020 and after additional analyses are sharing it with you today.

According to Blackbaud, this incident involved information stored more than 15 years ago. Only people who were employed by or providing services to the diocese sometime between 2002 and 2005 when Blackbaud made changes in its systems were affected by this breach, the company said.

According to Blackbaud, the information was exposed because certain "legacy" files on its servers were not destroyed or encrypted after the company migrated diocesan files to a new platform. Until Sept. 29, 2020, Blackbaud had assured us that all sensitive personal information was encrypted. Blackbaud's recent disclosure follows its initial announcement in July 2020 of a data breach, which the diocese publicized on its website in August and in the Catholic News Herald in September 2020.

What You Can Do:

To help you guard against potential identity theft or other fraud as a result of this incident, Blackbaud is offering free credit monitoring and fraud assistance services for 24 months – **provided that you register within 90 days of the date of this letter.** Information about how to access these services accompanies this letter. Although services are available to you, it is important to remain vigilant and promptly report any suspected fraud to law enforcement. For information on avoiding identity theft, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

In addition, security experts suggest that you contact your financial institution and all major credit bureaus immediately to inform them of the breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. (Credit bureau contact information is attached.)

For More Information:

We recognize you may have questions not addressed in this letter. If you have additional questions, please call IDX at 1-800-939-4170. IDX Identity representatives are fully versed on the incident and can answer questions or concerns you may have regarding this incident. If you have enrollment related questions, please contact: (888) 682-5911.

Enclosed you will find additional information regarding the resources available to you, and the steps that you can take to further protect your personal information.

The diocese is continuing to investigate to learn more about this incident and what additional precautions Blackbaud is taking to prevent future attacks. Please be assured of our commitment to protecting our constituents' personal information, and of our gratitude for your support of the work of the Church in western North Carolina.

Sincerely,

William G. Weldon  
Chief Financial Officer

### **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.

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**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 from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

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**For residents of Iowa:**

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

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**For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

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**For residents of Maryland, Rhode Island, Illinois, New York, and North Carolina:**

You can obtain information from the Maryland and North Carolina Offices of the Attorney 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](http://www.oag.state.md.us)

**Rhode Island Office of the Attorney General** Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 [www.riag.ri.gov](http://www.riag.ri.gov)

**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](http://www.ncdoj.com)

**Federal Trade Commission** Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338)

[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**New York Office of Attorney General** Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

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**For residents of Massachusetts:** It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

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**For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with Equifax ([https://assets.equifax.com/assets/personal/Fraud Alert Request Form.pdf](https://assets.equifax.com/assets/personal/Fraud%20Alert%20Request%20Form.pdf)); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

**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, 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 or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free 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.equifax.com/personal/credit-report-services/credit-freeze/>

800-525-6285

**Experian Security Freeze**

P.O. Box 9554

Allen, TX 75013

[www.experian.com/freeze](http://www.experian.com/freeze)

888-397-3742

**TransUnion (FVAD)**

P.O. Box 2000

Chester, PA 19022

[freeze.transunion.com](http://freeze.transunion.com)

800-680-7289

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

## Services

Blackbaud is providing you with access to **Single Bureau Credit Monitoring\*** services at no charge. Services are for 24 months from the date of enrollment. When changes occur to your Experian credit file, notification is sent to you the same day the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions you might have. In the event you become a victim of fraud you will also have access to remediation support from a **CyberScout** Fraud Investigator. **In order for you to receive the monitoring service described above, you must enroll within 90 days from the date of this letter.**

**Proactive Fraud Assistance.** For sensitive breaches focused on customer retention, reputation management, or escalation handling, CyberScout provides unlimited access during the service period to a fraud specialist who will work with enrolled notification recipients on a one-on-one basis, answering any questions or concerns that they may have. Proactive Fraud Assistance includes the following features:

- Fraud specialist-assisted placement of fraud alert, protective registration, or geographical equivalent, in situations where it is warranted.
- After placement of a Fraud Alert, a credit report from each of the three (3) credit bureaus is made available to the notification recipient (United States only).
- Assistance with reading and interpreting credit reports for any possible fraud indicators.
- Removal from credit bureau marketing lists while Fraud Alert is active (United States only).
- Answering any questions individuals may have about fraud.
- Provide individuals with the ability to receive electronic education and alerts through email. (Note that these emails may not be specific to the recipient's jurisdiction/location.)

**Identity Theft and Fraud Resolution Services.** Resolution services are provided for enrolled notification recipients who fall victim to an identity theft as a result of the applicable breach incident. ID Theft and Fraud Resolution includes, but is not limited to, the following features:

- Unlimited access during the service period to a personal fraud specialist via a toll-free number.
- Creation of Fraud Victim affidavit or geographical equivalent, where applicable.
- Preparation of all documents for credit grantor notification, and fraud information removal purposes.
- All phone calls needed for credit grantor notification, and fraud information removal purposes.
- Notification to any relevant government and private agencies.
- Assistance with filing a law enforcement report.
- Comprehensive case file creation for insurance and law enforcement.
- Assistance with enrollment in applicable Identity Theft Passport Programs in states where it is available and in situations where it is warranted (United States only).
- Assistance with placement of credit file freezes in states where it is available and in situations where it is warranted (United States only); this is limited to online-based credit freeze assistance.
- Customer service support for individuals when enrolling in monitoring products, if applicable.
- Assistance with review of credit reports for possible fraudulent activity.
- Unlimited access to educational fraud information and threat alerts. (Note that these emails may not be specific to the recipient's jurisdiction/location.)

## Enrollment Instructions

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

To enroll in Credit Monitoring services at no charge, please navigate to:

**<https://www.cyberscouthq.com/epiq263?ac=263HQ1290>**

If prompted, please provide the following unique code to gain access to services: **263HQ1290**

Once registered, you can access Monitoring Services by selecting the "Use Now" link to fully authenticate your identity and activate your services. **Please ensure you take this step to receive your alerts.**

**In order to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.**

If you have questions, please contact: (888) 682-5911