

# 2024-163

Village of Skokie  
c/o Cyberscout  
1 Keystone Ave., Unit 700  
Cherry Hill, NJ 08003  
DB-08373 1-1

<First Name> <Last Name>  
<Address>



#### Village Hall

5127 Oakton Street  
Skokie, Illinois 60077

Phone (847) 673-0500  
Fax (847) 673-0525

www.skokie.org  
SkokieVision Municipal Cable  
1660 AM Skokie

#### Council-Manager Government

Mayor	George Van Dusen
Clerk	Pramod C. Shah
Trustees	James H. Johnson
	Khem Khoeun
	Ralph Klein Allison
	Pure Slovin Keith
	A. Robinson Edie
	Sue Sutker
Manager	John T. Lockerby
Counsel	Michael M. Lorge

#### Awards and Distinctions

American Public Works Association  
(APWA) Accreditation

Commission on Fire Accreditation  
International (CFAI)

Gold Level Clean Air Counts  
Community

Government Finance Officers  
Association Budget Award

Government Finance Officers  
Association Certificate of  
Achievement for Excellence in  
Financial Reporting

Illinois Law Enforcement  
Accreditation (ILEAP)

Insurance Services Office (ISO)  
Class One Fire Department

State of Illinois Certified Health  
Department

Tree City U.S.A. Distin

# Village of Skokie

*Via First-Class Mail*

January 16, 2024

## Re: Notice of Data Security Incident

Dear <First Name> <Last Name>,

The Village of Skokie (“Skokie”) is writing to inform you of a recent data security incident that may have resulted in unauthorized access to your sensitive personal information. While we are unaware of any fraudulent misuse of your personal information at this time, we are providing you with details about the incident, steps we are taking in response, and resources available to help you protect against the potential misuse of your information.

### What Happened?

On December 18, 2023, Skokie detected unusual activity on our network. Upon discovery of this incident, Skokie immediately disconnected all access to the network and promptly engaged a specialized third-party cybersecurity firm to assist with securing the environment and conducting a comprehensive forensic investigation to determine the nature and scope of the incident. The forensic investigation is ongoing, but Skokie has learned that an unauthorized actor has acquired certain files and data stored within Skokie’s network.

Upon learning this, Skokie launched a review of the potentially affected data to identify the individuals and information involved. On December 29, 2023, Skokie identified persons whose sensitive information was potentially included within the impacted data.

### What Information Was Involved?

Although Skokie has no evidence that any sensitive information has been misused by third parties as a result of this incident, we are notifying you out of an abundance of caution and for purposes of full transparency. The impacted information varied by individual. Based on the investigation, the following information may have been subject to unauthorized access: First Name, Last Name, Date of Birth, Financial Information, and Social Security Number.

As of this writing, we have not received any reports of related identity theft since the date of the incident (December 18, 2023, to present). We would like to reassure you that we have taken all efforts possible to mitigate any further exposure of your personal information, and we are committed to supporting you.

### What We Are Doing

Data privacy and security is among Skokie’s highest priorities, and we are committed to doing everything we can to protect the privacy and security of the personal information in our care. Since the discovery of the incident, Skokie moved quickly to investigate, respond, and confirm the security of our systems. Specifically, Skokie:

- installed Huntress endpoint protection;
- installed SentinelOne (S1) Advanced Endpoint Detection,
- reset all passwords, including those of domain and privileged accounts, and
- updated all Firewalls.

Skokie will continue to take steps to mitigate the risk of future harm.

In response to the incident, we are providing you with access to Credit Bureau Monitoring services at no charge for twenty-four months. These services provide you with alerts when changes occur to your credit file and starts from the date of enrollment. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by TransUnion. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by TransUnion.

### **What You Can Do**

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 or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. Please review the enclosed *Steps You Can Take to Help Protect Your Information*, to learn more about how to protect against the possibility of information misuse.

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

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

<https://secure.identityforce.com/benefit/villageofskokie> and follow the instructions provided. When prompted please provide the following unique code to receive services: **FX9KC6KE87**

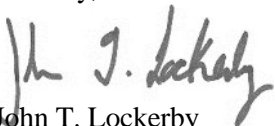
We would like to reiterate that, at this time, there is no evidence that your information was misused. However, we encourage you to take full advantage of the services offered.

### **For More Information**

If you have any questions or concerns not addressed in this letter, please call 1-800-405-6108 (toll free) Monday through Friday, during the hours of 8 a.m. and 8 p.m. Eastern Standard Time (excluding U.S. national holidays).

Skokie sincerely regrets any concern or inconvenience this matter may cause and remains dedicated to ensuring the privacy and security of all information in our control.

Sincerely,



John T. Lockerby  
Village Manager  
Village of Skokie

## Steps You Can Take to Help Protect Your Information

**Credit Reports:** 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.

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone or online. 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.

### Experian

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

### TransUnion

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

### Equifax

P.O. Box 105069  
Atlanta, GA 30348  
1-800-525-6285

[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html) [www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts) <https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

**Monitoring:** You should always remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and by monitoring your credit report for suspicious or unusual activity.

**Security Freeze:** You 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:

### Experian

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

### TransUnion

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872

### Equifax

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-888-298-0045

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html) [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze) <https://www.equifax.com/personal/credit-report-services/credit-freeze/>

**File Police Report:** You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**FTC and Attorneys General:** 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, DC 20580, [www.identitytheft.gov](http://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. Instances of known or suspected identity theft should also be reported to law enforcement.

**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 Massachusetts:** It is required by state law that you are informed of your right to obtain a police report filed 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.

**For residents of New Mexico:** State law advises you to review personal account statements and credit reports, as applicable, to detect errors resulting from the security breach. 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 at [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://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 residents of Oregon:** State law advises 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 Rhode Island:** It is required by state law that you are informed of your right to file or obtain a police report in regard to this incident.

**For residents of Arizona, Colorado, District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island:** You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft. **Federal Trade Commission** - Consumer Response Center: 600 Pennsylvania Ave, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); [www.identitytheft.gov](http://www.identitytheft.gov)

**Arizona Office of the Attorney General** Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

**Colorado Office of the Attorney General** Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 [www.coag.gov](http://www.coag.gov)

**District of Columbia Office of the Attorney General** – Office of Consumer Protection: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; [www.oag.dc.gov](http://www.oag.dc.gov)

**Illinois office of the Attorney General** - 100 West Randolph Street, Chicago, IL 60601; 1-866-9995630; [www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

**Maryland Office of the Attorney General** - Consumer Protection Division: 200 St. Paul Place, 16<sup>th</sup> floor, Baltimore, MD 21202; 1-888-743-0023; [www.oag.state.md.us](http://www.oag.state.md.us)

**New York Office of Attorney General** - Consumer Frauds & Protection: The Capitol, Albany, NY 12224; 1800-771-7755; <https://ag.ny.gov/consumer-frauds/identity-theft>

**North Carolina Office of the Attorney General** - Consumer Protection Division: 9001 Mail Service Center, Raleigh, NC 27699; 1-877-566-7226 or 1-919-716-6000; [www.ncdoj.com](http://www.ncdoj.com)

**Rhode Island Office of the Attorney General** - Consumer Protection: 150 South Main St., Providence RI 02903; 1-401-274-4400; [www.riag.ri.gov](http://www.riag.ri.gov). This incident involves 0 individuals in Rhode Island.