

21935



Notice of Data Breach

Dear [REDACTED],

At Elm3, we take our clients' safety and security very seriously, and so I am writing today with a heavy heart and my sincerest apologies. On July 9, 2021, the Elm3 team became aware that our server was exposed to and breached by outside sources. Because our servers host private client information, we immediately contacted the FBI. Both our technology service provider and the FBI continue to investigate the extent of the data exposure.

What happened?

Our investigation is still underway; however, we believe that outside sources breached our server on June 23, 2021. Our investigation suggests that hackers gained access to our server by guessing the password used by an outside vendor to work on our computer system. We became aware of the breach on July 9 and immediately contacted relevant law enforcement agencies. We worked to identify the source of the leak, and once we did so, we ensured that outside access to our server was entirely shut down. Since July 9, we have been working to investigate the extent of the breach, mitigate the impact of the breach, and prevent further breaches from occurring.

What information was involved?

We have been unable to confirm the extent of the content exposed during the breach. However, if information was accessed, the exposed information could include names, dates of birth, Social Security numbers, bank account numbers used for tax refunds and payments, and drivers' licenses.

What are we doing?

Beyond continuing to work with the FBI, the Elm3 team is taking significant steps to prevent future data breaches and to mitigate the impact of this data breach. To begin with, we are working with our information technology service provider to strengthen our data storage systems. Additionally, the Elm3 team is available to answer questions and assist you in any way that we can.

As an added precaution, we are also offering you access to 18 months of credit monitoring and identity protection services. Please call our office at 678-297-9500 to arrange for this service.

What can you do?

As with any data breach, there are [a number of steps you can take to protect your identity and information](#). To begin with, you can contact the three credit bureaus and/or the Federal Trade Commission in order to obtain information about setting up fraud alerts and credit freezes. To set up a credit freeze for free, visit each of the credit bureaus' websites listed below. You will be asked to provide your full name, Social Security number, complete addresses for the past two years, and date of birth.

Experian
Address: P.O. Box 9554 | Allen, TX 75013
Phone Number: 1-888-397-3742

Website: www.experian.com

Equifax

Address: P.O. Box 105069 | Atlanta, GA 30348

Phone Number: 1-800-685-1111

Website: www.equifax.com

TransUnion

Address: P.O. Box 160 | Woodlyn, PA 19094

Phone Number: 1-888-909-8872

Website: www.transunion.com

Federal Trade Commission

Address: 600 Pennsylvania Avenue, NW | Washington, DC 20580

Phone Number: 1-877-438-4338.

Website: www.identitytheft.gov

Due to the nature of the breach, we suggest that clients renumber bank account numbers used for tax refunds or payments. We also encourage you to remain vigilant about reviewing your account statements and monitoring your free credit reports. Should you choose to review your credit report more often or engage other identity theft protection services, you may be required to pay fees to one of the credit reporting agencies. If you believe you have been the victim of identity theft, you should contact the Federal Trade Commission and your state's Attorney General office.

In addition to the above steps, please know that you have the right to file and obtain a police report about this incident.

More Information

The Elm3 team again offers our sincerest apologies. We are deeply saddened by the state of cybercrime and are working to protect our clients' security and privacy. Protecting your information and fostering a relationship built on trust remains our top priority. We understand and empathize with any feelings of vulnerability or insecurity that you may experience at this time. With that said, feel free to contact us with any of your questions or concerns.

Contact Us

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