



235 Sam Michaels Lane
Shenandoah Junction, WV 25442
304-728-3207
www.jcprc.org

December 20, 2021

State of Idaho
Office of the Attorney General
700 W. Jefferson Street, Suite 210
P.O. Box 83720
Boise, Idaho 83720-0010

RECEIVED
DEC 28 2021
CONSUMER PROTECTION
DIVISION

To Whom It May Concern:

In accordance with Idaho Code § 28-51-104 et seq., I am writing on behalf of the Jefferson County Parks and Recreation Commission (JCPRC) to notify you regarding the nature and circumstances of a recent data security incident.

Jefferson County Parks and Recreation Commission (JCPRC) was recently the target of an email scam. The scam was not successful, but the cyber criminals were able to access one JCPRC email account, potentially exposing the personal information of some individuals. Although we cannot be sure that the personal information of any specific individual was exposed, out of an abundance of caution we notified potentially affected individuals of this event and the steps they can take to protect themselves.

Based on JCPRC's investigation, we believe that the cyber criminals accessed personal information found in one employee's mailbox. As described in detail in the attached notification letters to potentially affected individuals, the information acquired by the cyber criminals may have included names, dates of birth, addresses, social security numbers, bank account numbers, or other types of personal information.

We discovered the attack on or about September 9, 2021, and promptly took steps to secure our systems and begin investigating the nature and scope of the incident. We engaged leading outside security experts to assist with our investigation and are implementing various cyber security enhancements. JCPRC has arranged to provide potentially affected individuals with one year of identity/credit monitoring and identity restoration services through Experian at no cost to them.

Collectively, 1 Idaho resident was affected by this issue. We provide all individuals notice on a rolling basis as we determined they were impacted. Attached for your reference is a copy of the notice we plan to send out to potentially impacted individuals.

Please do not hesitate to contact me if you have any questions.

Very truly yours,

Jennifer Myers

Director



235 Sam Michaels Lane
Shenandoah Junction, WV 25442
304-728-3207
www.jcprc.org

December 20, 2021

[Insert Recipient's Name]
[Insert Address]
[Insert City, State, Zip]

RE: Important Security Notification
Please read this entire letter.

Dear [Insert First & Last Name]:

Jefferson County Parks and Recreation Commission (JCPRC) was recently the target of an email scam. The scam was not successful, but the cyber criminals were able to access one JCPRC email account, potentially exposing the personal information of some individuals. Although we cannot be sure that your personal information was exposed, we are notifying you of this event and the steps you can take to protect yourself out of an abundance of caution. **In addition, we have arranged to offer credit monitoring and identity restoration services from Experian at no cost to you.**

What We Are Doing

We discovered the scam on or about September 9, 2021, and promptly took steps to secure our systems and to begin investigating the nature and scope of the incident. We have engaged leading outside security experts to assist with our investigation, and have implemented various cyber security enhancements. JCPRC takes our obligation to safeguard personal information very seriously and we are continuing to evaluate actions to further strengthen our network security.

What Information Was Involved

If the cyber criminals were able to access your personal information, that information may have included your name in combination with your social security number, date of birth, driver's license number, bank account number, and/or home address.

What You Can Do to Protect Yourself

We are alerting you about this incident so you can take steps to help protect your identity. You are entitled to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

In addition, we have arranged to offer credit monitoring and identity restoration services from Experian at no cost to you. The enclosed Reference Guide provides more information about the services and how to register for them, directions for requesting credit reports, and additional recommendations on the protection of personal information.

For More Information

We deeply regret that this incident occurred and are committed to supporting you. If you have any questions regarding this issue, please call (855) 347-6550 toll-free Monday through Friday from 9 am – 11 pm Eastern, or Saturday and Sunday from 11 am – 8 pm Eastern (excluding major U.S. holidays). Be prepared to provide your engagement number ENGAGE# included in the attached guide.

Sincerely,

Jennifer Myers

Director

Reference Guide

We encourage affected individuals to take the following steps:

Register for Credit Monitoring and Identity Restoration Services

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for 12 months 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through your complimentary 12-month membership in Experian IdentityWorks. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by ENROLLMENT DATE** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
www.experianidworks.com/credit
- Provide your **activation code**: [INSERT ACTIVATION CODE]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-866-703-9557. Be prepared to provide engagement number [INSERT ENGAGEMENT NUMBER] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12 MONTH MEMBERSHIP IN EXPERIAN IDENTITYWORKS

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.
- **\$1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®
P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®
P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as a home address or a Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential

creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
[www.equifax.com/personal/
credit-report-services](http://www.equifax.com/personal/credit-report-services)

Experian
P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
[www.experian.com/
freeze/center.html](http://www.experian.com/freeze/center.html)

TransUnion
P.O. Box 2000
Chester, PA 19016-2000
1-888-909-8872
[www.transunion.com/
credit-freeze](http://www.transunion.com/credit-freeze)

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency;

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1 year and 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 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788
1-888-766-0008
[www.equifax.com/personal/
credit-report-services](http://www.equifax.com/personal/credit-report-services)

Experian
P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
www.experian.com/fraud/center.html

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

Monitor Your Personal Health Information

If applicable to your situation, we recommend that you regularly review the explanation of benefits statements that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive the regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your records.

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself by contacting your state Attorney General or the Federal Trade Commission (FTC). Instances of known or suspected identity theft should be reported to law enforcement, your state Attorney General, and the FTC.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699
(919) 716-6000
www.ncdoj.gov/contact-doj/