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July 11, 2025

***Via Online Portal***

Office of the Attorney General  
1125 Washington St SE  
Olympia, WA

Dear Attorney General Brown,

We represent New American Funding, LLC (“New American Funding”) with respect to a data security incident involving the potential exposure of personal information described in more detail below. New American Funding is a financial institution regulated by the Gramm-Leach-Bliley Act (“GLBA”) and is providing notice of a data security incident in accordance therewith. New American Funding is committed to answering any questions you may have about the data security incident, its response, and steps taken to prevent a similar incident in the future.

**1. Nature of security incident.**

On June 6, 2025, New American Funding learned about suspicious activity associated with information provided to one of its vendors that provided notary services, Mobile Notary Zone (“MNZ”). New American Funding’s systems and the data stored in those systems (including customer data) were not affected by the incident.

In response to the alert received, New American Funding implemented its incident response protocols and began an investigation. MNZ has provided very little information regarding the incident, but New American Funding understands that an unauthorized actor gained access to systems containing New American Funding consumer data and may have taken documents. New American Funding was not able to determine from the information provided by MNZ how many documents containing consumer information were impacted. Out of an abundance of caution, New American Funding reviewed its records to identify consumers whose information was provided to MNZ for the performance of notary services. New American Funding completed this review on June 26, 2025. Information contained in the mortgage documents may include first and last names, addresses, Social Security numbers, dates of birth, financial account information, and other personal financial information.

**2. Number of residents affected.**

1,991 Washington residents were notified of the incident. A notification letter was sent to the potentially affected individuals on July 11, 2025 (a copy of the form notification letter is attached as Exhibit A).

**3. Steps taken in response to the incident.**

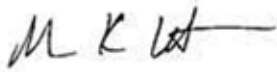
New American Funding terminated its relationship with MNZ upon discovery of this incident. Law enforcement and federal regulators were also notified of this incident. Additionally, affected individuals were offered 12 months of credit monitoring and identity protection services through Experian.

**4. Contact information.**

New American Funding takes the security of the information in its control seriously and is committed to ensuring this information is appropriately protected. If you have any questions or need additional information, please do not hesitate to contact me at [mventrone@clarkhill.com](mailto:mventrone@clarkhill.com) or (312) 360-2506.

Sincerely,

CLARK HILL

A handwritten signature in black ink, appearing to read "M K Ventrone", with a horizontal line extending to the right.

Melissa K. Ventrone  
Member

cc: Mariah Leffingwell – [mleffingwell@clarkhill.com](mailto:mleffingwell@clarkhill.com)



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Dear <<Full Name>>,

We are writing to inform you about a data security incident that may have impacted some of your personal information. New American Funding, LLC (“New American Funding”) takes the privacy and security of your information seriously, and we sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

### **What Happened?**

On June 6, 2025, we learned about suspicious activity associated with information provided to one of our vendors that provided notary services, Mobile Notary Zone (“MNZ”). We want to assure you that New American Funding’s systems and the data stored in these systems (including consumer data) were not affected by the incident.

In response to the alert we received, we implemented our incident response protocols and began an internal investigation. MNZ has given us very little information about the incident, but we understand that an unauthorized actor gained access to systems containing New American Funding consumer data and may have taken documents. We weren’t able to determine from the information provided to us by MNZ whether any documents containing your personal information were impacted. Instead, out of an abundance caution, we reviewed our records to identify consumers whose information was provided to MNZ for the performance of notary services. This review was completed on June 26, 2025. While we don’t know whether your information was impacted, we wanted to let you know about this incident because your personal information was contained in documents provided to MNZ.

### **What Information Was Involved?**

The documents provided to the vendor were for the purposes of closing on your loan. The information potentially impacted by this incident would include any information found in those closing documents. This may include your name and all or some combination of the following data elements: address, Social Security number, date of birth, financial account information, and other personal financial information.

**What We Are Doing:**

All services provided by MNZ were immediately terminated upon discovery of this incident. We also notified law enforcement and federal regulators and have been complying with their inquiries.

**What You Can Do:**

You should remain vigilant for indications of identity theft or fraud over the next 12 to 24 months, and regularly review your bank account and other financial statements as well as your credit reports for suspicious activity. We also encourage you to contact Experian with any questions and to take full advantage of the services being offered. Additional information about protecting your identity is included in this letter, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

**For More Information:**

If you have questions regarding the incident, please contact 833-594-5350 Monday through Friday from 9am – 9pm Eastern Time. Your trust is our top priority, and we regret any inconvenience or concern that this matter may cause you.

Sincerely,

New American Funding, LLC

### **Activate IdentityWorks In Three Easy Steps**

To help protect your identity, we are offering a complimentary <<CM Duration>>-month membership to Experian IdentityWorks<sup>SM</sup>. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft.

1. ENROLL by: <<Enrollment Deadline>>
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: <<Activation Code>>

The following are some additional details regarding your <<CM Duration>>-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<sup>TM</sup>:** 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.

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).

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 1-877-288-8057 by <<Enrollment Deadline>>. Be prepared to provide engagement number <<Engagement Number>>, as proof of eligibility for the Identity Restoration services by Experian.

\* Offline 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.

## **Recommended Additional Steps You Can Take to Protect Your Information**

**1. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever 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 some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**2. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

### **Credit Bureaus**

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

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

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well.

You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**3. Credit or Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

*How do I place a freeze on my credit reports?* There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)
- **TransUnion Security Freeze**, PO Box 160, Woodlyn, PA 19094, [www.transunion.com](http://www.transunion.com)
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

*How do I lift a freeze?* A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

**4. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Contact information for the Federal Trade Commission is as follows:

*Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.identitytheft.gov](http://www.identitytheft.gov)*

**Additional information for residents of the following states:**

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

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

**New Mexico Residents:** 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 a violator. 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [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.

**New York Residents:** the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392.

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400. There were <<RI Count>> Rhode Island residents impacted by this incident.