

Buchanan Ingersoll & Rooney PC

Sue Friedberg

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Union Trust Building
501 Grant St., Suite 200
Pittsburgh, Pennsylvania 15219

T 412 562 8800

F 412 562 1041

July 30, 2021

VIA E-MAIL

Washington State
Office of the Attorney General
1125 Washington St SE
PO Box 40100
Olympia, WA 98504
SecurityBreach@atg.wa.gov

Re: Notification of Data Security Incident— Washington State Auditor's Office

Dear Attorney General Ferguson:

This updated notification letter is provided on behalf of the Washington State Auditor's Office ("SAO") in accordance with RCW 42.56.590 (7) and is a supplement to our previous notifications dated February 12 and February 26, 2021. SAO has concluded its investigation of the scope of a data breach involving Accellion, a third-party provider of hosted file transfer services used by SAO for the transfer of files for auditing purposes. The notification of affected individuals identified to data is also substantially complete.

As explained in our notification letter to you dated February 26, 2021, in the initial phase of the investigation of the impact of the Accellion breach, SAO notified approximately 1,300,000 individuals whose personal information was contained in data files relating to state unemployment compensation payments. These files were the first ones identified as having been potentially compromised by the Accellion breach. The second phase of the investigation required detailed forensic review of data files from multiple state agencies and local governments ("public agencies") that had transmitted files to SAO for auditing purposes at the time the Accellion breach occurred.

Through that forensic review, SAO identified an additional 120,520 individuals whose personal information was potentially exposed. The categories of personal information contained in the public agencies' data files included an individual's name in combination with one or more of the following: social security number; date of birth; debit/credit card number; health insurance number; health-related information; and/or student identification number.

July 30, 2021

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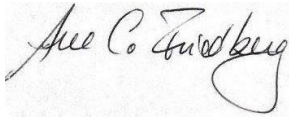
Since completion of the forensic review, SAO has worked with the public agencies to obtain e-mail or postal addresses for the individuals identified in the review. Notifications have been sent to these individuals as their addresses have been obtained and verified. While SAO sent most of the notifications, some public agencies communicated directly with the individuals whose personal information was in the public agency's records. Attached to this letter is a sample copy of the notification sent to individuals whose personal information was located in the forensic review process.

SAO has offered one year of free credit monitoring and identity restoration services to all individuals whose social security numbers were identified in the forensic review.

In addition to providing notification to all impacted individuals for whom contact information could be located, and in accordance with the provision for substitute notice in RCW 42.56.590(4)(c), SAO published legal notices in five Washington State newspapers, issued press releases, and has kept its website up to date with information about the Accellion breach, the credit monitoring program, and identity protection resources. SAO will continue to operate its dedicated call center through September 30, 2021 to address questions from concerned individuals.

Please contact us if you have any questions or would like additional information.

Sincerely,

A handwritten signature in cursive script that reads "Sue Co. Friedberg".

Sue Friedberg

A handwritten signature in cursive script that reads "Jason R. McLean".

Jason R. McLean

Buchanan Ingersoll & Rooney PC

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Jason.mclean@bipc.com

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501 Grant St., Suite 200
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March 8, 2021

VIA E-MAIL

Washington State
Office of the Attorney General
1125 Washington St SE
PO Box 40100
Olympia, WA 98504
SecurityBreach@atg.wa.gov

Re: Second Updated Notification of Data Security Incident – Washington State Auditor's Office

Dear Attorney General Ferguson:

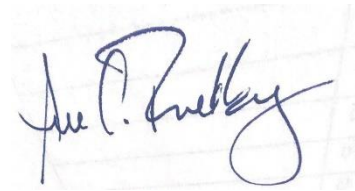
This updated notification is provided on behalf of the Washington State Auditor's Office ("SAO") in accordance with RCW 42.56.590(7) and is in further supplement to our previous notifications dated February 12 and 26, 2021. SAO is continuing to investigate the scope and impact on Washington residents of a data breach involving Accellion, a third-party provider of hosted file transfer services for SAO.

Last week, SAO learned that the unemployment benefits data file affected by this incident included personal information of individuals who received unemployment benefits in the 2017-2021 time period. The original notification stated that the data file related to claims filed in 2020. This new information does not affect the number of individuals being notified. Upon learning this information, SAO immediately revised its email notification to include this updated information, and all affected individuals are now and will be receiving the updated email notification. The updated email notification is attached. In addition, for those affected individuals who already received the prior version of the email notification, a supplemental email will be sent to them explaining this new information. A copy of that supplemental email will be filed with your Office.

SAO's investigation into this matter and its review additional affected documents is ongoing. In the event SAO identifies other individuals who require notification, SAO will update your office with that information, including a copy of that notification.

Please contact us if you have any questions or would like additional information.

Sincerely,

A handwritten signature in blue ink on a light-colored background. The signature is cursive and appears to read "Sue Friedberg".

Sue Friedberg

A handwritten signature in black ink on a light-colored background. The signature is cursive and appears to read "Jason R. McLean".

Jason R. McLean

Enclosures



Office of the Washington State Auditor

Activation Code: <<Member ID>>

Engagement No: <<b2b_text2(EngagementNumber)>>

Re: Important Security Notification from the Washington State Auditor's Office

Dear <<first_name>> <<last_name>>,

The Office of the Washington State Auditor ("SAO") was recently made aware of a data security incident involving Accellion, a third-party provider of hosted file transfer services. You are receiving this e-mail because your information was in a data file that was involved in the security incident. That file included personal information of people who received unemployment benefits from the State of Washington in the 2017 to 2020 time period.

You can find more details about this incident under Frequently Asked Questions below this message.

Although we have no evidence that any of your information has been misused, we are providing this notice about the incident to you, and other potentially affected people, and providing tools and resources you can use to protect yourself against identify theft or fraud.

We also are offering one year of credit monitoring at no cost to you.

We take data security seriously and are committed to protecting the privacy of personal information entrusted to us. This email contains specific instructions for how to sign up for credit monitoring with Experian, and we encourage you to take advantage of Experian's monitoring product and identity restoration service, which are provided to you free of charge.

We deeply regret any concern or inconvenience this matter may cause. If you have any questions, please don't hesitate to call our dedicated call center at 1-???-???-???? Monday – Friday from 8:00 a.m. – 5:00 p.m. Pacific Time or visit sao.wa.gov/breach2021/. Please do not reply to this email as this email address is not being monitored for replies.

Sincerely,

Pat McCarthy
Washington State Auditor

Frequently Asked Questions

Is This Notice Available in Other Languages? Si tiene alguna pregunta o desea recibir una copia de este correo electrónico en español, por favor llame a nuestro centro de llamadas dedicado a 1-???-???-????.

This information is also available in other languages at SAO's website, sao.wa.gov/breach2021/

What Happened? In mid-January of 2021, SAO was alerted to a potential security incident involving the Accellion file transfer service. SAO immediately contacted Accellion for specific details. Over the next few weeks, SAO learned that an

unauthorized person gained access to data stored in SAO's file transfer account with Accellion. SAO began working with Accellion to identify which files may have been impacted by the incident. The incident is under active investigation by Accellion, SAO, and law enforcement.

What Information Was Involved? The data files identified by Accellion contained personal information of individuals, among others, who received unemployment benefits from the Employment Security Department ("ESD") in the 2017 to 2020 time period. These claims files may have contained the person's name, social security number, date of birth, street and email addresses, bank account number and bank routing number. The Accellion service was not managed by ESD and ESD bears no responsibility for this data breach and is not in a position to respond to calls or questions about, this matter.

Our Response. As soon as SAO became aware of the incident, SAO immediately contacted Accellion to understand the scope and nature of the incident and the impact on our data files. Once Accellion began to identify the affected files, SAO mobilized its team to both assess the data files that were impacted and the security of SAO's network. SAO is working with cybersecurity experts and, to date, has found no indication of compromise to its network.

Experian Credit Monitoring. We encourage you to sign up for the 12 months of free credit monitoring/identity restoration program through Experian using your personal Enrollment Activation Code provided at the top of this email and again below in the sign-up instructions. More information about the program and instructions for how to enroll is provided below and at the following websites. Although the addresses below may appear as links, as an additional precaution, please type the addresses directly into your search browser:

www.experianidworks.com/3bcredit

sao.wa.gov/breach2021/

How to Sign Up For Free 12-Month Credit Monitoring

1. **SIGN UP** by: <<b2b_text_1(EnrollmentDeadline)>> (Your code will not work after this date.)
2. **VISIT** the Experian IdentityWorks website to enroll. If the below web address appears as a link, as an additional precaution, please do not click the link but enter this address directly into your search browser:

www.experianidworks.com/3bcredit

3. PROVIDE:

Enrollment Activation Code: <<Member ID>>

Engagement Code: <<b2b_text2(EngagementNumber)>>

Telephone Information and Enrollment. If you have questions about the product, need assistance with identity restoration, or would prefer to enroll by phone, please contact Experian's customer care team at **833-256-3154**. Representatives are available to assist you and answer questions about the program Monday through Friday from 6:00a.m.-8:00p.m. PST and Saturday/Sunday 8:00 a.m.-5:00 p.m. PST. Be prepared to provide the engagement number

<<b2b_text2(EngagementNumber)>> as proof of eligibility for the identity restoration services provided by Experian.

Additional Details Regarding Your 12-MONTH EXPERIAN IDENTITYWORKS Credit 3B Membership:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian immediately—without needing to enroll—regarding any fraud issues. Identity Restoration specialists are available to help you with credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at sign-up:** 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.

- **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.

Offer of Free Credit Monitoring/Identity Theft Protection Services. We encourage you to sign up for the 12 months of free credit monitoring and identity restoration services through Experian. Due to privacy laws, we are not able to enroll you directly. The program has two components, described below.

1. *Credit Monitoring.* A free 12-month membership to Experian IdentityWorks Credit 3B. This product helps detect possible misuse of your personal information by monitoring all three major credit agencies and provides you with identity protection services focused on immediately identifying and resolving identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score.
2. *Identity Restoration.* If you suspect fraudulent use of your information or identity theft, and would like to discuss how to resolve those issues, you may reach out to an Experian agent using the contact information for Experian below. This service is available to you for one year and does not require you to enroll or take any other action at this time. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, an Experian Identity Restoration agent will be 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 creditors 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).

* Offline members will be eligible to call for additional quarterly reports 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.

Additional Steps You Can take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant and review your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (“FTC”).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com/, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can also contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-877-322-8228
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Security Freeze: In the State of Washington and some other states, you have the right to place a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. There is no fee to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you, including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the Federal Trade Commission or from your state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the state Attorney General. Here is the contact information for the FTC:

Federal Trade Commission, 600 Pennsylvania Ave, NW, Washington, DC 20580
www.consumer.ftc.gov, and www.ftc.gov/idtheft
1-877-438-4338

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include knowing what is in your file; disputing incomplete or inaccurate information; and requiring consumer reporting agencies to correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf.

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Sue.friedberg@bipc.com

Jason R. McLean
412-562-1474
Jason.mclean@bipc.com

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501 Grant St., Suite 200
Pittsburgh, Pennsylvania 15219
T 412 562 8800
F 412 562 1041

February 26, 2021

VIA E-MAIL

Washington State
Office of the Attorney General
1125 Washington St SE
PO Box 40100
Olympia, WA 98504
SecurityBreach@atg.wa.gov

Re: Updated Notification of Data Security Incident – Washington State Auditor's Office

Dear Attorney General Ferguson:

This updated notification is provided on behalf of the Washington State Auditor's Office ("SAO") in accordance with RCW 42.56.590(7) and is a supplement to our previous notification dated February 12, 2021. SAO is continuing to investigate the scope and impact on Washington residents of a data breach involving Accellion, a third-party provider of hosted file transfer services for SAO.

This week SAO began distributing email notifications to the approximately 1,300,000 Washington residents who filed Washington State unemployment benefits claims in 2020. A template copy of that email notification is attached hereto. Additionally, in compliance with the substitute notice procedures provided in RCW 42.56.590(4)(c), SAO delivered a press release to statewide media outlets and posted the notice on its website. A copy of the website notice is also attached.

SAO's investigation into this matter and its review additional affected documents is ongoing. In the event SAO identifies other individuals who require notification, SAO will update your office with that information, including a copy of that notification.

Please contact us if you have any questions or would like additional information.

Sincerely,

A handwritten signature in cursive script that reads "Sue C. Friedberg". The signature is written in black ink on a light-colored background.

Sue Friedberg

A handwritten signature in cursive script that reads "Jason R. McLean". The signature is written in black ink on a light-colored background.

Jason R. McLean

Enclosures



Office of the Washington State Auditor

Activation Code: <<Member ID>>

Engagement No: <<b2b_text2(EngagementNumber)>>

Re: Important Security Notification from the Washington State Auditor's Office

Dear <<first_name>> <<last_name>>,

The Office of the Washington State Auditor ("SAO") was recently made aware of a data security incident involving Accellion, a third-party provider of hosted file transfer services. This incident may have involved some of your personal information included in your unemployment benefits claim filed in 2020.

You can find more details about this incident under Frequently Asked Questions below this message.

Although we have no evidence that any of your information has been misused, we are providing this notice about the incident to you, and other potentially affected people, and providing tools and resources you can use to protect yourself against identify theft or fraud.

We also are offering one year of credit monitoring at no cost to you.

We take data security seriously and are committed to protecting the privacy of personal information entrusted to us. This email contains specific instructions for how to sign up for credit monitoring with Experian, and we encourage you to take advantage of Experian's monitoring product and identity restoration service, which are provided to you free of charge.

We deeply regret any concern or inconvenience this matter may cause. If you have any questions, please don't hesitate to call our dedicated call center at 1-???-???-???? Monday – Friday from 8:00 a.m. – 5:00 p.m. Pacific Time or visit sao.wa.gov/breach2021/. Please do not reply to this email as this email address is not being monitored for replies.

Sincerely,

Pat McCarthy
Washington State Auditor

Frequently Asked Questions

Is This Notice Available in Other Languages? Si tiene alguna pregunta o desea recibir una copia de este correo electrónico en español, por favor llame a nuestro centro de llamadas dedicado a 1-???-???-????.

This information is also available in other languages at SAO's website, sao.wa.gov/breach2021/:

What Happened? In mid-January of 2021, SAO was alerted to a potential security incident involving the Accellion file transfer service. SAO immediately contacted Accellion for specific details. Over the next few weeks, SAO learned that an unauthorized person gained access to data stored in SAO's file transfer account with Accellion. SAO began working with Accellion to identify which files may have been impacted by the incident. The incident is under active investigation by Accellion, SAO, and law enforcement.

What Information Was Involved? The data files identified by Accellion contained personal information of individuals, among others, who filed unemployment benefit claims in 2020 with the Employment Security Department (“ESD”). These claims files may have contained the person’s name, social security number, date of birth, street and email addresses, bank account number and bank routing number. The Accellion service was not managed by ESD and ESD bears no responsibility for this data breach and is not in a position to respond to calls or questions about this matter.

Our Response. As soon as SAO became aware of the incident, SAO immediately contacted Accellion to understand the scope and nature of the incident and the impact on our data files. Once Accellion began to identify the affected files, SAO mobilized its team to both assess the data that was impacted and also to determine whether there was any threat to SAO’s network. To date, SAO has no indication of any compromise to its network and is working with cybersecurity experts to assure the security of its network.

Experian Credit Monitoring. We encourage you to sign up for the 12 months of free credit monitoring/identity restoration program through Experian using your personal Enrollment Activation Code provided at the top of this email and again below in the sign-up instructions. More information about the program and instructions for how to enroll is provided below and at the following websites. Although the addresses below may appear as links, as an additional precaution, please type the addresses directly into your search browser:

www.experianidworks.com/3bcredit

sao.wa.gov/breach2021/

How to Sign Up For Free 12-Month Credit Monitoring

1. **SIGN UP** by: <<b2b_text_1(EnrollmentDeadline)>> (Your code will not work after this date.)
2. **VISIT** the Experian IdentityWorks website to enroll. If the below web address appears as a link, as an additional precaution, please do not click the link but enter this address directly into your search browser:

www.experianidworks.com/3bcredit

3. **PROVIDE:**

Enrollment Activation Code: <<Member ID>>

Engagement Code: <<b2b_text2(EngagementNumber)>>

Telephone Information and Enrollment. If you have questions about the product, need assistance with identity restoration, or would prefer to enroll by phone, please contact Experian’s customer care team at **833-256-3154**. Representatives are available to assist you and answer questions about the program Monday through Friday from 6:00a.m.-8:00p.m. PST and Saturday/Sunday 8:00 a.m.-5:00 p.m. PST. Be prepared to provide the engagement number <<b2b_text2(EngagementNumber)>> as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your 12-MONTH EXPERIAN IDENTITYWORKS Credit 3B Membership:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian immediately—without needing to enroll—regarding any fraud issues. Identity Restoration specialists are available to help you with credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at sign-up:** 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.
- **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.

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1. *Credit Monitoring.* A free 12-month membership to Experian IdentityWorks Credit 3B. This product helps detect possible misuse of your personal information by monitoring all three major credit agencies and provides you with identity protection services focused on immediately identifying and resolving identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score.
2. *Identity Restoration.* If you suspect fraudulent use of your information or identity theft, and would like to discuss how to resolve those issues, you may reach out to an Experian agent using the contact information for Experian below. This service is available to you for one year and does not require you to enroll or take any other action at this time. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, an Experian Identity Restoration agent will be 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 creditors 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).

* Offline members will be eligible to call for additional quarterly reports 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.

Additional Steps You Can Take To Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant and review your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission ("FTC").

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com/, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can also contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-877-322-8228
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Security Freeze: In the State of Washington and some other states, you have the right to place a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. There is no fee to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you, including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the Federal Trade Commission or from your state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the state Attorney General. Here is the contact information for the FTC:

Federal Trade Commission, 600 Pennsylvania Ave, NW, Washington, DC 20580
www.consumer.ftc.gov, and www.ftc.gov/idtheft
1-877-438-4338

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include knowing what is in your file; disputing incomplete or inaccurate information; and requiring consumer reporting agencies to correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf.

The Office of the Washington State Auditor (“SAO”) was recently made aware of a data security incident involving Accellion, a third-party provider of hosted file transfer services. This incident may have involved some of the personal information you included in your unemployment benefits claim filed in 2020.

You can find more details about this incident under Frequently Asked Questions below this message.

Although we have no evidence that any of your information has been misused, we are providing this notice about the incident to you, and other potentially affected people, and providing tools and resources you can use to protect yourself against identify theft or fraud.

We also are offering one year of credit monitoring at no cost to you.

We take data security seriously and are committed to protecting the privacy of personal information entrusted to us. Over the course of the next several days, you should be receiving an email notification from SAO with information about the incident and specific instructions for signing up for credit monitoring with Experian. Please follow the instructions in that email to sign up for credit monitoring. If you filed for unemployment benefits in 2020, but have not received an email by March 9, 2021, you may follow the directions below to sign up for Experian's credit monitoring. We encourage you to take advantage of Experian's monitoring product and identity restoration service, which are provided to you free of charge.

We deeply regret any concern or inconvenience this matter may cause. If you have any questions, please don't hesitate to call our dedicated call center at 1-(855) 789-0673 Monday – Friday from 8:00 a.m. – 5:00 p.m. Pacific Time.

Sincerely,



Pat McCarthy Washington State
Auditor

FREQUENTLY ASKED QUESTIONS

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What Information Was Involved? The data files identified by Accellion contained personal information of individuals, among others, who filed unemployment benefit claims in 2020 with the Employment Security Department (“ESD”). These claims files may have contained the person's name, social security number, date of birth, street and email addresses, bank account number and bank routing number. The Accellion service was

not managed by ESD and ESD bears no responsibility for this data breach and is not in a position to respond to calls or questions about this matter.

Our Response. As soon as SAO became aware of the incident, SAO immediately contacted Accellion to understand the scope and nature of the incident and the impact on our data files. Once Accellion began to identify the affected files, SAO mobilized its team to both assess the data files that were impacted and the security of SAO's network. SAO is working with cybersecurity experts and, to date, has found no indication of compromise to its network.

Offer of Free Credit Monitoring/Identity Theft Protection Services. SAO is making 12 months of free credit monitoring and identity restoration services through Experian available to you. Due to privacy laws, we are not able to enroll you directly. The program has two components, described below.

1. *Credit Monitoring.* A free 12-month membership to Experian IdentityWorks Credit 3B. This product helps detect possible misuse of your personal information by monitoring all three major credit agencies and provides you with identity protection services focused on immediately identifying and resolving identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score.
2. *Identity Restoration.* If you suspect fraudulent use of your information or identity theft, and would like to discuss how to resolve those issues, you may reach out to an Experian agent using the contact information for Experian below. This service is available to you for one year and does not require you to enroll or take any other action at this time. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, an Experian Identity Restoration agent will be 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 creditors 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).

* Offline members will be eligible to call for additional quarterly reports 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.

How to Enroll in Experian Credit Monitoring.

If you Receive an Email from SAO with a Personalized Activation Code: You can sign up for the 12 months of free credit monitoring/identity restoration program through Experian using your personal Enrollment Activation Code provided in the email you received from "Washington State Auditor Incident Response". For more information visit www.experianidworks.com/3bcredit.

With your personalized Activation Code, you can also call Experian directly to enroll in the program using this toll-free number: 1-833-256-3154. Representatives are available to assist you and answer questions about the program Monday through Friday from 6:00a.m.-8:00p.m. PST and Saturday/Sunday 8:00a.m.-5:00p.m. PST.

If You Filed For Unemployment Benefits in 2020 But do Not Receive an Email with a Personalized Activation Code by March 9, 2021, you can enroll in Experian's credit monitoring by following these instructions:

1. Visit www.experianidworks.com/3bcredit or call Experian directly to enroll in the program using the toll-free number: **1-833-256-3154**,
2. You will need to provide the code: **WSHAUD2021**.
3. You will need to provide the engagement number: **B009702**
4. Enrollment will be open until **6/6/2021**.

Additional Details Regarding Your 12-MONTH EXPERIAN IDENTITYWORKS Credit 3B Membership:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian immediately—without needing to enroll—regarding any fraud issues. Identity Restoration specialists are available to help you with credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at sign-up:** 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.
- **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.

Additional Steps You Can take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant and review your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (“FTC”).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting www.annualcreditreport.com/, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can also contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851 Atlanta, GA 30348 1-800-525-6285 www.equifax.com

Experian

P.O. Box 9532 Allen, TX 75013 1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000 Chester, PA 19016 1-877-322-8228
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at www.annualcreditreport.com.

Security Freeze: In the State of Washington and some other states, you have the right to place a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. There is no fee to place, lift or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you, including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the Federal Trade Commission or from your state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the state Attorney General. Here is the contact information for the FTC:

Federal Trade Commission, 600 Pennsylvania Ave, NW, Washington, DC 20580
www.consumer.ftc.gov, and www.ftc.gov/idtheft
1-877-438-4338

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include knowing what is in your file; disputing incomplete or inaccurate information; and requiring consumer reporting agencies to correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf.

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February 12, 2021

VIA E-MAIL

Washington State
Office of the Attorney General
1125 Washington St SE
PO Box 40100
Olympia, WA 98504
SecurityBreach@atg.wa.gov

Re: Notification of Data Security Incident— Washington State Auditor's Office

Dear Attorney General Ferguson:

This notification is provided on behalf of the Washington State Auditor's Office ("SAO") in accordance with RCW 42.56.590(7). SAO is currently investigating the scope and impact on Washington residents of a data breach involving Accellion, a third-party provider of hosted file transfer services to SAO.

To date, SAO has identified that the breach may have affected the personal information of approximately 1,300,000 Washington residents who filed Washington State unemployment benefits claims in 2020. These claims files may have contained the person's name, social security number, date of birth, street and e-mail addresses, bank account number and bank routing number.

The forensic investigation and SAO's review of the impacted files is ongoing. Additional Washington state residents, identified as the investigation continues, will receive notification and the offer of credit monitoring and we will update this notification accordingly.

On January 12, 2021, SAO received a general alert from Accellion regarding a potential security incident with Accellion's file transfer appliance. SAO immediately contacted Accellion for specific information as to whether SAO's file transfer application had been affected, and if so, which files were impacted. Over the next few weeks, Accellion provided the information necessary for SAO to conclude that its usage of the file transfer service hosted by Accellion likely had been affected. In the last week of January 2021, SAO was able to identify that the data involving ESD claims described above was accessed. Accellion has advised SAO that the compromise of SAO's usage of the Accellion service occurred in late December of 2021.

February 12, 2021

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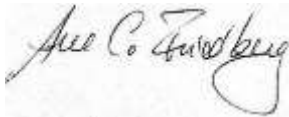
SAO had already migrated to Accellion's newest secure file transfer platform, kiteworks, as of January 1, 2021—a process that was already in place and scheduled for months before this breach of Accellion's environment occurred. SAO put a team in place to address this situation, including retaining a cybersecurity investigation firm. To date, the forensic investigators have not found any indication of compromise of SAO's computer systems and are continuing to analyze information provided by Accellion. SAO has also notified law enforcement.

In light of these circumstances and the types of personal information potentially compromised, SAO is following the substitute notice procedures set forth in RCW 42.56.590 (4) (c). SAO is moving as quickly as possible to provide e-mail notification and offering twelve (12) months of complimentary credit monitoring and identity restoration services to the Washington residents whose personal information was contained within the data files potentially compromised as a result of this breach.

A preliminary notice regarding this incident was posted on the SAO website and an updated notice with information about the offer of credit monitoring and telephone number for the call center will be published in the near future. A copy of the e-mail notification to Washington residents who filed Washington State unemployment benefits claims in 2020 will be filed with your office concurrently with the e-mail distribution.

Please contact us if you have any questions or would like additional information.

Sincerely,



Sue Friedberg



Jason R. McLean

Cc: Pat McCarthy, Washington State Auditor – *Via Email*