



Via Electronic Mail

securitybreach@atg.wa.gov

August 3, 2020

Attorney General Bob Ferguson
Office of the Attorney General
1125 Washington Street SE
PO Box 40100
Olympia, WA 98504-0100

Re: Notice of Security Incident

Dear Attorney General Ferguson:

We are writing you on behalf of our client AmeriCares Foundation, Inc. (“AmeriCares”) to notify you of a recent security incident that affected the personal information of some Washington state residents. AmeriCares is a 501(c)(3) tax-exempt organization and its mission is health-focused relief and development to respond to people affected by poverty or disaster with life-changing medicine, medical supplies, and health programs.

Please be aware that this was not the result of any security failure of AmeriCares. AmeriCares has contracted with Blackbaud, Inc. (“Blackbaud”) to provide customer relationship management systems and services. On July 16, 2020, Blackbaud informed all of its customers, including AmeriCares, that Blackbaud had been the victim of a ransomware attack that was, according to Blackbaud, stopped in May of 2020. According to Blackbaud, the cybercriminal was unsuccessful in blocking Blackbaud or customer access to the database, but apparently the cybercriminal was able to remove a copy of a subset of data, including that of AmeriCares donors. According to Blackbaud’s investigation, it believes that the cybercriminal first accessed the database on February 7, 2020 and Blackbaud says the incident was resolved by May 20, 2020. Again, AmeriCares did not receive notice from Blackbaud until July 16, 2020. Further information as provided by Blackbaud is in the Blackbaud statement regarding the security incident at <https://www.blackbaud.com/securityincident>.

AmeriCares began immediately to determine what donor information was stored in the Blackbaud database; given the information we received from Blackbaud, it is not possible to determine exactly which datasets may have been accessed by the cybercriminal. The personal information as defined in RCW 19.255.010 included name, address, and date of birth. AmeriCares does not collect sensitive information such as social security number, and no financial information or credit card information was included in the affected AmeriCares database. AmeriCares processes that information via a separate encrypted platform that was not involved in the Blackbaud cybersecurity incident.

It has been determined that the “personal information” of approximately 2,444 Washington state residents was in the AmeriCare dataset. A copy of a notification letter being sent to these residents on or about August 3, 2020 is attached. AmeriCare continues to request additional information from Blackbaud. Blackbaud has informed us that it has taken steps to strengthen its protection of personal information, including updating its network security controls and email system, and it will continue to closely monitor and take further steps as appropriate to safeguard such information. AmeriCare also continues to improve its own internal policies and vendor management.

If there are any questions, please contact the undersigned at cjlarose@mintz.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia J. Larose". The signature is written in a cursive style with a large initial "C".

Cynthia J. Larose



88 Hamilton Avenue
Stamford, CT 06902

<<NAME>>
<<ADDRESS>>
<<ADDRESS>>
<<ADDRESS>>
<<ADDRESS>>

88 Hamilton Avenue
Stamford, CT 06902

203.658.9500
americares.org



Notice of Data Incident

August 3, 2020

Dear <<Name>>,

We write to inform you of an incident involving certain personal information you provided to Americares Foundation, Inc. (“Americares”). Based on our current review as described further below, we have no indication that your information has been used inappropriately. We want to provide you with information about the incident and with the attached additional information that you may find helpful.

What Happened? Americares works with Blackbaud, Inc. (“Blackbaud”), a large software company that provides customer relationship management systems for not-for-profit organizations and the higher education sector. On July 16, 2020, Blackbaud informed all of its customers, including Americares, that Blackbaud had been the victim of a ransomware attack that culminated in May 2020. According to Blackbaud, the cybercriminal was unsuccessful in blocking access to the database, however, Blackbaud informed us that the cybercriminal was able to remove a copy of a subset of data, including that of Americares. This incident involved many, many clients of Blackbaud and Americares information was not targeted. Blackbaud informed us that they undertook a complete forensics investigation and paid the cybercriminal’s demand with confirmation that the copy they removed had been destroyed. According to Blackbaud, based on “its research and the third party investigation (including law enforcement), there is no reason to believe that any data went beyond the cybercriminal, was or will be misused; or will be disseminated or otherwise made available publicly.”

What Information Was Involved? The following personal information may have been involved in the incident: your name, address, and date of birth. **No credit card or financial information was included in the affected Americares database.** For your protection, Americares collects that information on a separate encrypted platform that was not involved in the cybersecurity incident.

What We Are Doing. We are taking this incident very seriously and continue to request additional information from Blackbaud. Blackbaud has informed us that it has taken steps to strengthen its protection of personal information, including updating its network security controls and email system, and it will continue to closely monitor and take further steps as appropriate to safeguard such information. Blackbaud has reported the matter to law enforcement and will cooperate in any investigation that may commence.

What You Can Do. Although we have not identified any suspicious activity pertaining to your Americares files, and have not received any reports of misuse of your information, it is always a good practice to be vigilant and closely review your accounts for any evidence of unusual activity, fraudulent charges, or signs of identity theft. Please review the attached “Additional Information” that may be helpful to you.

For More Information. For further information about the Blackbaud incident, please see <https://www.blackbaud.com/securityincident>. If you have any questions for Americares, please contact us at (203) 883-1451 or donorrelations@americares.org. Hours are 9am – 5pm EST.

Sincerely,

A handwritten signature in blue ink that reads "Chaotne Squire".

ADDITIONAL INFORMATION

Contact information for the three nationwide credit reporting companies is as follows:

Equifax, P.O. Box 105788, Atlanta, Georgia 30348, 1-877-478-7625, www.equifax.com

Experian, P.O. Box 2002, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion, P.O. Box 2000, Chester, PA 19016, 1-800-680-7289, www.transunion.com

The following information reflects recommendations from the Federal Trade Commission regarding identity theft protection.

Free Credit Report. It is always a good practice to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit 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 from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, Georgia 30348-5281.

Fraud Alert. You may place a fraud alert on your credit file by calling one of the three nationwide credit reporting agencies above. 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. Pursuant to federal and state laws, you may place a fraud alert on your credit file free of charge.

Security Freeze. You have the right to put a security freeze on your credit file, so that no new credit can be opened in your name without the use of a PIN that is issued to you when you initiate a freeze. If you place a security freeze on your credit file, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit. *Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting agency.* Federal and state laws prohibit charges for placing, temporarily lifting, or removing a security freeze.

The following information must be included when requesting a security freeze (note that if you are requesting a security freeze for your spouse, this information must be provided for your spouse 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 (5) 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.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580, www.ftc.gov/bcp/edu/microsites/idtheft, 1-877-IDTHEFT (438-4338).

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.