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By Consumer Protection at 11:46 am, Sep 10, 2020

McDonald Hopkins

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September 4, 2020

VIA U.S. MAIL

Office of Washington Attorney General
Consumer Protection Division
800 5th Ave., Suite 2000
Seattle, WA 98104-3188

Re: Children's Home Society of Washington – Incident Notification

Dear Sir or Madam:

McDonald Hopkins PLC represents Children's Home Society of Washington ("CHSW"). I am writing to provide notification of an incident at Blackbaud, a third party service provider, that may affect the security of personal information of five hundred sixty-four (564) Washington residents. CHSW uses a Blackbaud software application as an engagement and fundraising service, and Blackbaud recently experienced an incident impacting that application. CHSW was one of many schools, colleges, and nonprofits that were a part of this incident. CHSW's investigation is ongoing and this notification will be supplemented with any new or significant facts or findings subsequent to this submission, if any.

On July 16, 2020, Blackbaud notified CHSW of a security incident affecting educational institutions and other nonprofits across the United States. Upon learning of the issue, CHSW commenced an investigation, which is still ongoing. Blackbaud reported to CHSW that Blackbaud identified an attempted ransomware attack in progress on May 20, 2020. Blackbaud informed CHSW that they stopped the ransomware attack with the help of forensics experts and law enforcement, and that they prevented the cybercriminal from blocking or accessing encrypted files that contain sensitive data. Blackbaud engaged forensic experts to assist in their internal investigation. That investigation concluded that the cybercriminal removed data from Blackbaud's systems intermittently between February 7, 2020 and May 20, 2020. A backup file containing certain information was removed by the cybercriminal. According to Blackbaud, they paid the cybercriminal to ensure that the backup file was permanently destroyed.

CHSW determined that the compromised file may have contained demographic information and a history of a donor's relationship with CHSW, such as donation dates and amounts. The cybercriminal did not access credit card or social security number information because CHSW does not store this information in the database. CHSW learned on August 5, 2020 that it is possible that the cybercriminal may have gained access to the Washington

Office of Washington Attorney General
Consumer Protection Division
September 4, 2020
Page 2

residents' dates of birth and bank account information, specifically name, address, bank routing number, checking account number, and signature.

CHSW has no indication that any of the information has been misused. Nevertheless, out of an abundance of caution, CHSW wanted to inform you (and the affected residents) of the incident and to explain the steps that it is taking to help safeguard the affected residents against identity fraud. CHSW is providing the affected residents with written notification of this incident commencing on or about September 4, 2020 in substantially the same form as the letter attached hereto. CHSW is advising the affected residents about the process for placing fraud alerts and/or security freezes on their credit files and obtaining free credit reports. The affected residents whose financial account information was impacted are being advised to contact their financial institutions to inquire about steps to take to protect their accounts. The affected residents are also being provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

At CHSW, protecting the privacy of personal information is a top priority. CHSW is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. CHSW continually evaluates and modifies its practices and internal controls to enhance the security and privacy of personal information.

Should you have any questions regarding this notification, please contact me at 248.220.1356 or dpaluzzi@mcdonaldhopkins.com.

Sincerely,



Dominic A. Paluzzi

Encl.

What Information Was Involved.

On August 5, 2020 we determined that the information removed by the threat actor may have contained some of your personal information, including your full name, date of birth, and copies of one or more donation check(s) that were written to CHSW which include your bank routing number, checking account number, and signature. **Your Social Security number was not exposed, as it was encrypted.** Your demographic information, contact information, and/or philanthropic giving history, such as donation dates and amounts, may have also been removed by the threat actor.

What You Can Do.

According to Blackbaud, there is no evidence to believe that any data will be misused, disseminated, or otherwise made publicly available. Blackbaud indicates that it has hired a third-party team of experts, including a team of forensics accountants, to continuing monitoring for any such activity. Nevertheless, out of an abundance of caution, we want to make you aware of the incident. This letter provides precautionary measures that you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Because your checking account number was impacted, you may want to contact your financial institution to discuss ways in which you can best protect your account, including possibly changing your account number or flagging your account. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis and report any suspicious activity to the proper authorities.

For More Information.

We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. Blackbaud has assured us that they closed the vulnerability that allowed the incident and that they are enhancing their security controls and conducting ongoing efforts against incidents like this in the future. We continually evaluate and modify our practices, and those of our third party service providers, to enhance the security and privacy of your personal information.

For questions regarding this incident, please contact [REDACTED]

Sincerely,

[REDACTED]
Children's Home Society of Washington

– OTHER IMPORTANT INFORMATION –

1. Placing a Fraud Alert on Your Credit File.

You may place an initial one (1) year “fraud alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax

P.O. Box 105069
Atlanta, GA 30348
www.equifax.com
1-800-525-6285

Experian

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

TransUnion LLC

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

2. Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze

PO Box 105788
Atlanta, GA 30348
<https://www.freeze.equifax.com>
1-800-349-9960

Experian Security Freeze

PO Box 9554
Allen, TX 75013
<http://experian.com/freeze>
1-888-397-3742

TransUnion Security Freeze

P.O. Box 2000
Chester, PA 19016
<http://www.transunion.com/securityfreeze>
1-888-909-8872

In order to place the security freeze, 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 reporting company will send you a confirmation letter containing 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.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name, or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

3. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts.

You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-775 (TDD/TYY Support: 800-788-9898); Medicare Fraud Control Unit Direct Line: 212-417-5397.

Oregon Residents: You may obtain information about preventing identity theft from the Oregon Attorney General's Office: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392.