



MULLEN  
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August 25, 2020

**INTENDED FOR ADDRESSEE(S) ONLY**

**VIA E-MAIL**

Office of the Attorney General  
1125 Washington Street SE  
PO Box 40100  
Olympia, WA 98504-0100  
E-mail: [securitybreach@atg.wa.gov](mailto:securitybreach@atg.wa.gov)

**Re: Supplemental Notice of Data Event**

Dear Sir or Madam:

We write on behalf of Entercom Communications Corp. (“Entercom”) located at 2400 Market Street, 4th Floor, Philadelphia, PA 19103, in follow up to our notice provided to your office on July 24, 2020, regarding an incident that may affect the security of some personal information relating to thirty-six (36) additional Washington residents. The investigation into this matter is now complete. By providing this notice, Entercom does not waive any rights or defenses regarding the applicability of Washington law, the applicability of the Washington data event notification statute, or personal jurisdiction.

As discussed in our previous correspondence to your office on both July 24, 2020 and July 31, 2020, Entercom provided notice to individuals who may have been impacted by this event. A manual and programmatic review of the data on the stolen hard drive, as well as further validation of the data, was required to determine the individuals potentially impacted by this event. Entercom completed its review on August 20, 2020. The information related to Washington residents that could have been subject to unauthorized access includes name, address and Social Security number.

On August 6, 2020, Entercom provided written notice of this incident to fourteen (14) additional Washington residents. Entercom also provided notice to your office on August 6, 2020 via phone and email. On August 25, 2020, Entercom provided written notice to an additional twenty-two (22) Washington residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*. To confirm, in total there were two thousand seven hundred and

Office of the Attorney General

August 25, 2020

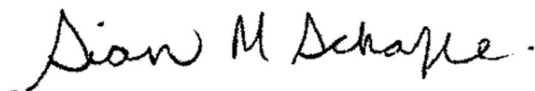
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thirty (2,730) Washington residents determined to be impacted by this incident and notified by Entercom.

**Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4799.

Very truly yours,

A handwritten signature in black ink that reads "Sian M Schafle". The signature is written in a cursive style with a period at the end.

Sian M. Schafle of  
MULLEN COUGHLIN LLC

SMS/nfw  
Enclosure

# **EXHIBIT A**



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

<<b2b\_text\_1(NoticeofDataBreach)>>

Dear <<MemberFirstName>> <<MemberLastName>>,

Entercom Communications Corp. ("Entercom") is writing to inform you of a recent data privacy event that may involve some of your personal information. We take this event seriously and are providing you with information about the event and steps you may take to help protect your personal information, should you feel it is appropriate to do so.

**What Happened?** On September 18, 2019, a backpack containing an external hard drive was stolen from an Entercom employee's rental vehicle. The theft was immediately reported to law enforcement and while there is no indication that information contained on the hard drive was the target of the theft, Entercom launched an investigation to determine whether any sensitive information may have been contained on the hard drive at the time of the theft. The investigation determined that the hard drive contained sensitive information including some of your personal information.

**What Information Was Involved?** The information involved includes your <<b2b\_text\_2(ImpactedData)>>. To date, we are unaware of any actual or attempted misuse of this information as a result of this incident and are sending this notice out of an abundance of caution.

**What We Are Doing in Response?** The security of information in our care is among our highest priorities. In addition to reporting the theft to local law enforcement and launching an internal investigation into this incident, we are reviewing our existing policies and procedures and will implement additional safeguards, as needed. In an abundance of caution, we are notifying you, so that you may take further steps to best protect your personal information, should you feel it is appropriate to do so.

Although we are unaware of any actual or attempted misuse of your personal information as a result of this incident, we are offering you access to twelve (12) months of complimentary identity monitoring services through Kroll. In addition, we are working with law enforcement and have provided notice to appropriate regulatory authorities.

**What Can You Do?** We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and monitor your credit reports for suspicious activity for the next twelve (12) to twenty-four (24) months. You may also review the information contained in the attached "Steps You Can Take to Help Protect Your Information." There you will also find more information on the identity monitoring services we are making available to you. While Entercom will cover the cost of these services, you will need to complete the activation process.

**For More Information.** We recognize that you may have questions not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 1-844-952-2236, 8:00 a.m. to 5:30 p.m. Central Time, Monday to Friday. You may also write to us at 2400 Market Street, 4<sup>th</sup> Floor, Philadelphia, PA 19103.

Sincerely,

Entercom Communications Corp.

## Steps You Can Take to Help Protect Your Information

### **Activate Credit Monitoring**

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for twelve (12) months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **October 30, 2020** to activate your identity monitoring services.

Membership Number: <<Member ID>>

Additional information describing your services is included with this letter.

### **Monitor Your Accounts**

We encourage you to remain vigilant against incidents of identity theft and fraud and to review your account statements and credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

#### **Experian**

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

#### **TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

#### **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)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that 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 seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

#### **Experian**

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

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
<https://www.transunion.com/fraud-alerts>

#### **Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.