

**RECEIVED**

1/12/2016

**CONSUMER PROTECTION DIVISION  
SEATTLE**

'16 JAN 11 A8:15

ATTORNEY GENERAL  
STATE OF WASHINGTON  
GSE/OLYMPIA

December 31, 2015

Melissa K. Ventrone  
312.821.6105 (direct)  
312.485.0540 (mobile)  
Melissa.Ventrone@wilsonelser.com

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

Dear Attorney General Ferguson:

We represent the Regional Income Tax Agency ("RITA"), which provides comprehensive tax collection services for municipalities through the State of Ohio, with respect to a recent potential data security incident. RITA takes the security and privacy of the information in its control seriously, and has taken steps to prevent a similar incident from occurring in the future.

**1. Nature of security incident.**

On November 10, 2015, while preparing a limited number of DVDs for secure destruction, RITA discovered that one DVD case was empty and the DVD missing. RITA immediately began a thorough investigation to try and locate the DVD and to identify what information may have been contained on the missing device. On November 17, 2015, RITA determined that the DVD contained backup copies of income tax documents submitted on or before June 2012, and may have included individuals' name, address, Social Security number, and possible date of birth. If a taxpayer included financial information with their municipal income tax documents, this information may also have been contained on the DVD. From its investigation, RITA believes the DVD was most likely destroyed in accordance with its process for unlabeled DVDs. If an unlabeled DVD is found, it is shredded and destroyed.

**2. Number of Washington residents affected.**

Thirty-eight (38) Washington residents were affected by the security incident. Notification letters to those individuals were mailed on December 31, 2015 via regular mail. A copy of the notification letter is included with this letter.

**3. Steps you have taken or plan to take relating to the incident.**

As part of RITA's continuing efforts to improve security, it implemented a more secure process for backing up this type of data. This new process was already put in place before the missing DVD was discovered. RITA has offered potentially impacted individuals credit monitoring and identity protection services at no cost to the individual through Experian.

**4. Contact information.**

RITA remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at [Melissa.Ventrone@wilsonelser.com](mailto:Melissa.Ventrone@wilsonelser.com) or (312) 821-6105.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**

  
Melissa K. Ventrone

Enclosure

cc: Amy L. Arrighi



Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<mail id>>  
<<Name1>>  
<<Name2>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Name>>:

We are writing to inform you of a data security incident at the Regional Income Tax Agency ("RITA") that may have resulted in the disclosure of your personal information, including your name and Social Security number. We take the security of your personal information very seriously and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect your information and resources we are making available to help you.

On November 10, 2015, while preparing a limited number of DVDs for secure destruction, we discovered that one DVD case was empty and the DVD missing. We immediately began a thorough investigation to try and locate the DVD and to identify what information may have been contained on the missing device. On November 17, 2015, we determined that the DVD contained backup copies of income tax documents submitted on or before June 2012 and may have included your name, address, Social Security number, and possibly date of birth. If you included financial information with your municipal income tax documents, this may also have been contained on the DVD.

We are not aware of any misuse of your information. From our investigation, we believe the DVD was most likely destroyed in accordance with our process for unlabeled DVDs. If an unlabeled DVD is found, it is shredded and destroyed. However, out of an abundance of caution, we have engaged Experian<sup>®</sup>, the largest credit bureau in the U.S., to offer you credit monitoring and identity protection for one year at no cost to you.

If you believe that you are a victim of fraud, call Experian at 866-751-1324, and a dedicated Identity Theft Resolution agent will help you. Please provide the engagement number in this letter as proof of eligibility.

While Fraud Resolution assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through ProtectMyID<sup>®</sup> Elite. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

**Activate ProtectMyID Now in Three Easy Steps:**

1. ENSURE That You Enroll By: 3/31/2016 (Your code will not work after this date.)
2. VISIT the ProtectMyID Website to enroll: [www.protectmyid.com/protect](http://www.protectmyid.com/protect)
3. PROVIDE Your Activation Code: <<Account Code>>

If you have questions or need an alternative to enrolling online, please call 866-751-1324 and provide engagement #: **PC98395**

**Please also review the additional details regarding your ProtectMyID membership following this letter.**

As part of RITA's continuing efforts to improve security, we implemented a more secure process for backing up this type of data. This new process was already put in place before we discovered the DVD missing.

We remain committed to the security of your personal information. If you have any questions or concerns, please call 866-940-3613, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time (closed on U.S.-observed holidays).

Sincerely,

A handwritten signature in black ink, appearing to read 'Donald W. Smith', with a stylized flourish at the end.

Donald W. Smith  
Executive Director

**Additional details regarding your free 12-MONTH ProtectMyID Membership:**

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes and suspicious activity found on your Experian credit report.
  - **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded, or sold.
  - **Change of Address:** Alerts of any changes in your mailing address.
- **Identity Theft Resolution and ProtectMyID ExtendCARE:** Toll-free access to U.S.-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts, including credit, debit, and medical insurance cards; assist with freezing credit files; and contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Immediately covers certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 866-751-1324.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to the final page of this letter.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## U.S. State Notification Requirements

**For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-685-1111  
www.equifax.com

**Experian**

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

**TransUnion**

P.O. Box 6790  
Fullerton, CA 92834  
1-800-916-8800  
www.transunion.com

You may also obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For residents of Iowa:**

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

**For residents of Maryland, Illinois, and North Carolina:**

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the  
Attorney General**

Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
www.oag.state.md.us

**North Carolina Office of the  
Attorney General**

Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
www.ncdoj.com

**Federal Trade Commission  
Consumer Response Center**

600 Pennsylvania Avenue, NW  
Washington, D.C. 20580  
1-877-IDTHEFT (438-4338)  
www.ftc.gov/bcp/edu/microsites/idtheft

**For residents of Massachusetts:**

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

**For residents of all states:**

\* **Fraud Alerts:** You can place fraud alerts with the three credit bureaus 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 credit bureaus is below.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her 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 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. The consumer reporting agency may charge a fee of up to \$5.00 to place, lift, or remove a freeze, but it is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
<http://www.experian.com/freeze>

**TransUnion (FVAD)**  
P.O. Box 2000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

More information can also be obtained by contacting the Federal Trade Commission listed above.