



September 16, 2017

Sent via Email

Washington State Office of the Attorney General
Consumer Protection
1125 Washington Street SE
PO Box 40100
Olympia, WA 98504-0100
SecurityBreach@atg.wa.gov

Dear Sirs or Madams,

Whatcom Land Title Company (WLT) learned August 4, 2017 that it was the target of a phishing scam. As a result, unauthorized persons gained access to an account containing personal information of WLT customers. While it is clear the account was accessed, the nature of the access does not allow us to determine whether the content was actually viewed. The type of information available in the account includes: customer names, mailing addresses, email addresses, phone numbers, social security numbers, drivers license numbers, passports, loan numbers, and bank account numbers. Not all types of information were maintained for each customer.

Our IT department took immediate action by shutting down the access point and notifying employees and several WLT business associates and clients of the potential access point. Our IT and Legal Departments have since worked together to review the affected account and update our client information retention policy. Our IT Department has also implemented additional safeguards to thwart future attacks.

Notice has been sent to four hundred thirty-three (433) customers including Washington residents and non-residents. WLT has offered an identity theft protection plan to each affected customer. A copy of the notice is included for your reference.

If you have any questions concerning this incident, please contact Jessica Baldwin, general counsel, Whatcom Land Title Company, at 360-676-8484.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jessica Baldwin", is written over a horizontal line.

Jessica Baldwin, general counsel, Whatcom Land Title Company



Dear Valued Whatcom Land Title Customer,

Whatcom Land Title Company (WLT) learned August 4, 2017 that it was the target of a phishing scam. As a result, unauthorized persons gained access to an account containing personal information of WLT customers. While it is clear the account was accessed, the nature of the access does not allow us to determine whether the content was actually viewed. The type of information available in the account includes: customer names, mailing addresses, email addresses, phone numbers, social security numbers, drivers license numbers, passports, loan numbers, and bank account numbers. Not all types of information were maintained for each customer.

Your information was in the account at the time of the unauthorized access. Your information may or may not have been viewed.

Our IT department took immediate action by shutting down the access point and notifying employees and several WLT business associates and clients of the potential access point. Our IT and Legal Departments have since worked together to review the affected account and update our client information retention policy. This email is a product of reviewing the account for personal information.

Our customers and community are our top priority. It is our responsibility to protect your personal information when purchasing and selling property.

We did not live up to that responsibility, and I am very sorry.

In an effort to protect you and your information, WLT is offering a one year identity theft protection plan. This offer is being made to all customers with information stored in the account. The plan is free of charge to you. It is our hope that this plan will provide you peace of mind.

If you would like to participate, please email customerservice@whatcomtitle.com or call customer service at 360-676-8484. After enrollment, you will receive a follow up email with plan details, including the effective date of the plan.

Please respond by Friday, October 20, 2017 to enroll in the plan.

If you have any questions concerning this email or the above mentioned identity theft protection plan please call Ryan Price, WLT IT Manager, at 360-676-8484.

Sincerely,

A handwritten signature in black ink, appearing to read "Colleen Baldwin", with a long, sweeping flourish extending to the right.

Colleen Baldwin, chief executive officer, Whatcom Land Title Company