

Jason M. Schwent
314 552 6291 direct
jschwent@thompsoncoburn.com

April 25, 2017

VIA ELECTRONIC MAIL

Attorney General Bob Ferguson

Office of the Attorney General
1125 Washington Street SE
P.O. Box 40100
Olympia, WA 98504-0100
securitybreach@atg.wa.gov

Dear Attorney General Ferguson:

We represent the Seattle Housing Authority ("SHA") with respect to a recent security incident involving the potential exposure of certain personally identifiable information described in more detail below. SHA charged with providing long-term rental housing and rental assistance to people in the Seattle, Washington area.

1. Nature of Security Incident

On March 17, 2017 SHA discovered that the building that houses its housing inspectors had been burglarized and two laptop computers had been stolen. SHA immediately contacted law enforcement and began an investigation to determine what information may have been stored on the laptops. From that investigation, it appears that the laptops may have contained files related to property inspections conducted over the past four (4) years. These files may have included client names, addresses, and Social Security numbers. SHA believes the individual(s) who stole the laptops were not interested in the data but instead intended to re-sell the devices. Thus, SHA has no evidence that any clients have had their information misused.

2. Number of Washington residents affected.

One thousand five hundred (1500) Washington residents were impacted by this event. A notification letter was mailed to these individuals on April 25, 2017 via regular mail. Enclosed please find a copy of the notification letter.

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

In addition to contacting law enforcement and cooperating with their investigation, SHA has notified the US Department of Housing and Urban Development and all program participants who may be affected. SHA has also revised its forms to exclude the use of Social Security numbers, has revised our policies to help prevent the inadvertent disclosure of personal information, has encrypted all SHA laptops so the data is accessible to authorized SHA staff only, and is in the process of retraining staff on protection of personal information.. Additionally,

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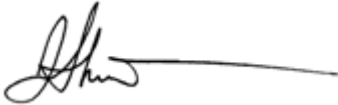
SHA is offering 12 months of credit monitoring and identity restoration to impacted individuals through Equifax at no cost to them.

4. Contact information.

SHA remains dedicated to protecting the sensitive information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at jschwent@thompsoncoburn.com or (314) 552-6291.

Very truly yours,

Thompson Coburn LLP

A handwritten signature in black ink, appearing to read 'JS', followed by a long horizontal line extending to the right.

By

Jason M. Schwent
Partner

Enclosure



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

<<Mail ID>>
<<Name>>
<<Address1>>
<<Address2>>
<<City>>, <<ST>><<ZIP>>

Activation Code: <<Activation Code>>

<<Date>>

Notice of Security Incident

Dear <<Name>>:

We are writing to inform you of a data security incident experienced by the Housing Authority of Seattle that may have impacted the security of your name and Social Security number. While we do not have any evidence that your information was misused, we wanted to let you know about this event out of an abundance of caution. We value and respect the privacy of your information, and we sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information and resources we are making available to help you.

1. What happened and what information was involved:

On March 17, 2017, we discovered that the offices that house our building inspectors had been burglarized and two laptop computers stolen. We immediately called law enforcement and began an investigation to determine what information may have been stored on the laptops. From our investigation, unit inspection files were stored on the laptops. These files contained your name, address, and Social Security number.

2. What are we doing and what you can do:

We immediately contacted law enforcement and are cooperating with their investigation. Additionally, while we believe misuse of your personal information is unlikely, as a precautionary measure to help safeguard your information from potential misuse, we have partnered with Equifax® to provide its Credit Watch™ Silver identity theft protection product to you for one year at no charge. Your activation code is found at the top of this letter. If you choose to take advantage of this product, it will provide you with a notification of key changes to your Equifax credit file, up to \$25,000 Identity Theft Insurance Coverage, automatic fraud alerts, access to your Equifax credit report, and Identity Restoration assistance. If you become a victim of identity theft, an Equifax identity restoration specialist will work on your behalf to help you restore your identity.

Even if you decide not to take advantage of the subscription offer, you may still receive Equifax Identity Restoration in the event that you become victim of identity theft by calling 877-368-4940, 6:00a.m. to 5:00p.m. Pacific, Monday through Friday, before May 1, 2018.

You may enroll in these products any time within 60 days of the date of this letter. To sign up, go to www.myservices.equifax.com/silver and follow these steps:

1. **Welcome Page:** Enter an Activation Code, found at the top of this page in the “Activation Code” box, and click the “Submit” button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

We have revised our forms to remove Social Security numbers from the documents, and have encrypted all laptops to further protect the information in our possession. Additionally, we are also updating our policies and procedures regarding the collection of sensitive client information and are implementing additional training and safeguards to help ensure that information in our control is appropriately protected.

3. For more information:

If you have questions, please call 888-750-9289, 6 a.m. to 6 p.m. (Pacific Time), Monday through Friday. The privacy and protection of your information is a matter we take very seriously, and we deeply regret any concern this incident may cause.

Sincerely,



James Fearn
General Counsel
Seattle Housing Authority

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 740256
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 9532
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, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at 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, including the Attorney General and 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, DC 20580
1-877-IDTHEFT (438-4338)
www.consumer.gov/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 a freeze or lift or remove a freeze, but 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

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

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