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## **DCBS alerts users of online licensing system about security flaw**

(Salem) — The Department of Consumer and Business Services (DCBS) is alerting some of its licensees about a security flaw in the online system it uses to issue licenses to plumbers, electricians, and other workers in the construction field.

A concerned citizen licensed by the DCBS Building Codes Division informed the department that personal information, such as addresses, phone numbers, and Social Security numbers, could be accessed by an unauthorized account user. DCBS has resolved the problem and is conducting daily monitoring to ensure its customers' personal information is secure.

The department could not identify any area where a customer's personal information was accessed, but is taking cautionary steps to alert its customers. This week, DCBS sent letters to 600 of its customers who may have been affected and purchased identity protection services for them.

"DCBS takes customer service and protection of our customers' information very seriously," said Scott L. Harra, DCBS acting director. "Our trades and construction licensees are an important customer group in our agency, and we want to absolutely do everything we can to make sure they are protected and the experience with our agency is positive."

DCBS purchased the "MyLicense" software from Columbia-Md.-based System Automation, which provided a patch to correct the security issue.

DCBS customers can call 1-866-840-0342 or visit <http://www.BCDSecure.com> for more information about this incident. DCBS also provides information to businesses and consumers about steps they can take to protect personal information at [http://www.cbs.state.or.us/dfcs/id\\_theft.html](http://www.cbs.state.or.us/dfcs/id_theft.html).

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