



C/O ID Experts  
PO Box 4219  
Everett WA 98204

ENDORSE



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ADDRESS1  
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BREAK

To Enroll, Please Call:  
(800) 792-1750  
Or Visit:  
<https://ide.myidcare.com/oregondhs>  
Enrollment Code:  
<<XXXXXXXXXX>>

June 19, 2019

**Notice of Data Breach**

Dear <<First Name>>,

This letter is to update you about a data breach the Oregon Department of Human Services (DHS) had earlier this year, in January 2019. You are receiving this letter because your personal information was exposed in the breach. We do not know if your personal information was actually viewed or used.

**What happened**

DHS was targeted by an email “phishing” attempt. Phishing is an online scam where an email seems to be from a legitimate source and asks for sensitive information. A phishing email was sent to DHS employees on January 8, 2019. Nine employees opened the phishing email and clicked on an internet link that gave the sender access to their email accounts. Beginning January 9, 2019, these nine employees started reporting problems. We found all affected accounts and stopped the phishing access by January 28, 2019. The State analyzed what happened and determined on January 28, 2019 the phishing incident was a data breach.

DHS hired a nationally-recognized cyber incident response contractor, IDEXperts. IDEXperts identified the personal information in the affected email accounts. They also identified the people whose information was exposed. Because we have this information, we can send a notice to each person whose personal information was exposed.

**What information was involved**

Most DHS client information involved in the breach was in email attachments, like reports. The exposed client information includes first and last names, addresses, dates of birth, Social Security numbers, case numbers, personal health information, and other information used in DHS programs. The personal health information includes “Protected Health Information,” or PHI, covered under the Health Insurance Portability and Accountability Act (HIPAA). Not all of these information types was exposed for each person.

## What we are doing

Keeping personal information secure for people DHS serves is very important. DHS has closed access to its email web application. We have many safeguards in place to protect your data: security updates and patching are kept up-to-date, independent security assessments are done, and special software protects against attacks. DHS also regularly trains its staff about recognizing phishing attacks.

We told the top three credit reporting agencies of the January incident. Those agencies are TransUnion, Experian and Equifax. We do not know if any personal information was copied from the email system or used improperly, but because there is a risk of identity theft, we are offering you free identity protection services through a reputable company, ID Experts. This protection will help you resolve issues if your identity is in danger. This service is available at no cost to you.

The service package from IDExperts is called MyIDCare. It includes:

- 12 months of credit and internet scam monitoring
- A \$1 million insurance reimbursement policy
- Fully managed identity theft recovery services

## What you can do

To sign up for the free MyIDCare identity protection services:

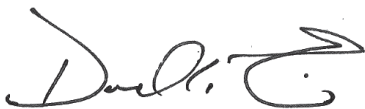
- Enroll by calling 800-792-1750 or go to: <http://ide.myidcare.com/oregondhs>.
- Use the enrollment code provided at the top of the first page of this letter.
- MyIDCare hours are Monday through Friday from 5 a.m. to 5 p.m. Pacific Time.
- The deadline to enroll is September 19, 2019.

Again, there is no evidence at this time that your information has been misused. We encourage you to contact MyIDCare with any questions or concerns, and to take full advantage of this free service. MyIDCare representatives know the incident's details. They can answer your questions and help you protect your personal information.

## For more Information

Detailed enrollment instructions are on the enclosed "Recommended Steps to Help Protect Your Information" document. Do not discard this letter; it has the code you need to enroll. Please call 800-792-1750 or go to <http://ide.myidcare.com/oregondhs> for help or more information.

Sincerely,



Don Erickson  
Chief Administrative Officer



## Recommended Steps to Help Protect your Information

- 1. Website and Enrollment.** Go to <http://ide.myidcare.com/oregondhs> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your MyIDCare membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.
- 3. Telephone.** Contact MyIDCare at 800-792-1750 gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in MyIDCare, notify them immediately by calling or by logging into the MyIDCare website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General or Federal Trade Commission.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert 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 bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

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

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection (<http://www.ca.gov/Privacy>) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

**English**

You can get this document in other languages, large print, braille or a format you prefer. Contact Department of Human Services at 503-945-5600 or email [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us). We accept all relay calls or you can dial 711.

**Arabic**

بإمكانكم الحصول على هذه الوثيقة بلغات أخرى، أو مطبوعة بأحرف كبيرة أو مطبوعة على طريقة برايل أو حسب التنسيق أو بواسطة البريد 503-945-5600 على Department of Human Services المفضل لديكم. يمكنكم الاتصال بـ [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us) الإلكتروني نستقبل جميع المكالمات الهاتفية بواسطة خدمات (relay calls) الرقم 711 الاتصال المكتوب أو بإمكانكم الاتصال بالرقم 711 (relay calls) الاتصال المكتوب.

**Bosnian**

Možete da dobijete ovu obavijest na drugim jezicima, štampanu velikim slovima, Brajovim pismom ili u formatu koji želite. Kontaktirajte Department of Human Services na 503-945-5600 ili elektronskom poštom na [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us). Primamo sve specijalne telefonske pozive od ljudi sa problemima sa sluhom ili govorom ili možete birati 711.

**Burmese**

ဤစာကို အဆားဘာသာစကားမီး၊ ပုံစံသိပ္ပံလုံခြုံစီကီးမီး၊ မိကွမ်ဠီးအတဖုကု ဘေရးလု သိုမဟုတု သငိုဓမ္မက္ခန္ဓာ၊ ပုံစံတိုဖုရိုဠ်ဠ်ဠ်။ 503-945-5600 ရခိ Department of Human Services ကိုဆက္ကဏ္ဍယု။ သိုမဟုတု [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us) ကို အီးမေးပိုပမ္။ တဆုဆက္ကဏ္ဍယု၊ ဖုနုးခွဆိုမဂုမီး အားလုံကို က၇၉၀၀၀ လကွံပမ္သည။ သိုမဟုတု 711 ကို သွက္ခိုဠ်ဠ်ဠ်။

**Cambodian**

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**Lao**

ທ່ານສາມາດໄດ້ຮັບເອກະສານນີ້ເປັນພາສາອື່ນ, ຕົວໜັງສືຂະໜາດໃຫຍ່, ໜັງສືໂພງສຳລັບຄົນຕາບອດ ຫຼື ໃນຮູບແບບທີ່ທ່ານຕ້ອງການໄດ້ ຕິດຕໍ່ຫາ Department of Human Services ທີ່ເບີ 503-945-5600 ຫຼື ອີເມວ [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us) ພວກເຮົາຍອມຮັບການໂທສຳລັບຄົນພິການ ຫຼື ທ່ານສາມາດໂທຫາ 711 ໄດ້

**Romanian**

Puteți obține acest document în alte limbi, cu un font mărit, în limbajul Braille sau într-un alt format preferat. Contactați Department of Human Services apelând 503-945-5600 sau trimițând un email la [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us). Acceptăm toate apelurile prin serviciu de releu sau puteți suna la 711.

## **Russian**

Вы можете получить текст этого документа на другом языке, набранным крупным шрифтом или шрифтом Брайля либо в предпочитаемом вами формате. Свяжитесь с Department of Human Services по тел. 503-945-5600 или эл. почте [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us). Мы отвечаем на любые вызовы по линии трансляционной связи; кроме того, вы можете набирать номер 711.

## **Simplified Chinese**

您可以获得本文件的其他语言版本、大字印刷版本、盲文版本或您偏好的其他格式的文本。请联系 Department of Human Services。电话：503-945-5600，邮箱：[Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us)。我们会接听所有转接电话，或者您可以拨打 711。

## **Somali**

Waxaad heli kartaa dokumentigan oo ku qoran luqaddo kale, far waaweyn, farta dadka indhaha aan qabin wax ku akhriyaan ee braille ama qaabka aad doorbidayso. Kala xiriir Department of Human Services 503-945-5600 ama email u dir [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us). Waa aqbalnaa wicitaanada gudbinta oo dhan ama waxaad wici kartaa 711.

## **Spanish**

Puede obtener este documento en otros idiomas, en tipografía grande, braille, o en un formato que usted prefiera. Contacte a Department of Human Services al 503-945-5600 o envíe un correo electrónico a [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us). Aceptamos llamadas de retransmisión, o puede llamar al 711.

## **Traditional Chinese**

您可以獲得本文件的其他語言版本、大字版、點字版或您慣用的格式。請透過 503-945-5600 或電子郵件 [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us) 與 Department of Human Services 聯絡。我們會接聽所有聽障人士轉接電話，或者您可以撥打 711。

## **Vietnamese**

Quý vị có thể yêu cầu tài liệu này bằng những ngôn ngữ khác, bản in khổ lớn, chữ nổi hoặc một hình thức mà quý vị ưa thích. Hãy liên hệ Department of Human Services theo số 503-945-5600 hoặc gửi email đến [Communications.DHS@dhsosha.state.or.us](mailto:Communications.DHS@dhsosha.state.or.us). Chúng tôi chấp nhận tất cả các cuộc gọi chuyển tiếp hoặc quý vị có thể bấm số 711.