



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

## **NOTICE OF DATA BREACH**

**WHAT HAPPENED:** We are writing to inform you of an incident that has likely involved your personal information. Between December 11, 2017 and June 21, 2018, an unknown third party accessed without authorization the Midwest City Click2Gov online utility payment system in what is commonly referred to as a “hack.” The hack sought and likely obtained information associated with some credit or debit card payments during the time frame mentioned above.

**WHAT INFORMATION WAS INVOLVED:** The data breach involved credit or debit card numbers and names associated with those credit or debit cards, as well as the property addresses associated with the utility payments in question. **Your social security number and date of birth were not accessed.**

**WHAT WE ARE DOING:** Midwest City is currently working with the Federal Bureau of Investigation (FBI) to investigate the hack in an effort to identify the unknown parties involved. We are also working with the police department to gather information related to any losses caused by the breach. Midwest City is also working with its third party vendor and a cyber security forensic investigator to identify the nature and extent of the breach and make any necessary modifications to the online payment system.

**WHAT YOU CAN DO:** We want to make you aware of steps you can take to guard against identity theft or fraud. Continue to monitor your credit or debit card statement for any unauthorized transactions and report any such transactions to the Midwest City police department, providing a copy of your credit or debit card statement. The police department will share that information with other Midwest City personnel and possibly third parties who are investigating the breach. We also encourage you to obtain copies of your credit report and review it for any inaccuracies as well as notify the FBI of any fraudulent activity by utilizing the [www.ic3.gov](http://www.ic3.gov) website and reference the “City of Midwest City - Click2Gov compromise.”

**Federal Trade Commission, Dept. of Consumer Affairs:** 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-438-4338, [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**Equifax:** P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)

**Experian:** P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion:** P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, [www.transunion.com](http://www.transunion.com)

We take the protection of your personal information seriously and are taking steps to help prevent a similar occurrence. If you have further questions or concerns about this incident, please contact 877-841-8141 Monday through Friday, 8 am - 8 pm Central Time (except holidays). We sincerely regret any inconvenience or concern caused by this incident.

Sincerely,

A handwritten signature in cursive script that reads "Sara Hancock".

City Clerk, City of Midwest City

## Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You can 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. You can also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

<b>Equifax:</b>	P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, <a href="http://www.equifax.com">www.equifax.com</a>
<b>Experian:</b>	P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, <a href="http://www.experian.com">www.experian.com</a>
<b>TransUnion:</b>	P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, <a href="http://www.transunion.com">www.transunion.com</a>

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant to review your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

### **Federal Trade Commission, Consumer Response Center**

600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

### **North Carolina Attorney General's Office, Consumer Protection Division**

9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov)

**Fraud Alerts:** There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You can ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You can have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax:	1-888-766-0008, <a href="http://www.equifax.com">www.equifax.com</a>
Experian:	1-888-397-3742, <a href="http://www.experian.com">www.experian.com</a>
TransUnion:	1-800-680-7289, <a href="http://fraud.transunion.com">fraud.transunion.com</a>

**Credit Freezes (for Non-Massachusetts Residents):** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax:	P.O. Box 105788, Atlanta, GA 30348, <a href="http://www.equifax.com">www.equifax.com</a>
Experian:	P.O. Box 9554, Allen, TX 75013, <a href="http://www.experian.com">www.experian.com</a>
TransUnion LLC:	P.O. Box 2000, Chester, PA, 19022-2000, <a href="http://freeze.transunion.com">freeze.transunion.com</a>

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

*Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). The credit reporting company may charge a reasonable fee of up to \$5 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting company.