MONTANA
DPHHS
Healthy People. Healthy Communities.

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

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[redacted]

June 23, 2014

Dear [redacted],

As you may be aware, the Montana Department of Public Health and Human Services (DPHHS) recently announced that hackers gained entry to an agency computer server. We want to reassure you that at this time, we have no knowledge that any information on the server was used inappropriately, or was even accessed. We apologize for this incident and want to provide you with information on what happened and the steps we are taking to protect you.

What happened?

On May 22, 2014, an independent forensic investigation determined that an agency computer server had been hacked. The forensic investigation was ordered on May 15, 2014 when suspicious activity was first detected by DPHHS officials. As soon as the suspicious activity was discovered, agency officials immediately shut down the server and contacted law enforcement.

You may receive a second letter if other information unrelated to your status as a current or former employee was on the server.

What is DPHHS doing to protect current and former employees?

We have no reason to believe that any information contained on the server has been used improperly or even accessed. However, we want to let you know that this happened and assure you that we are diligently investigating the incident. Out of an abundance of caution, we are offering a one-year membership to a product that will help detect possible misuse of your personal information and protect you from identity theft or unauthorized access to your bank account. The product is Experian's® ProtectMyID® Alert. We will cover the cost of your membership to ProtectMyID Alert, and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. For more information on ProtectMyID Alert and instructions on how to activate your complimentary one-year membership, please see the instructions included in this letter.

If you have any questions or need further assistance, please call our incident response line at 1-866-523-6770 from 7 A.M. to 7 P.M. (Mountain Time). Or you may visit www.dphhs.mt.gov for more information.

Again, I sincerely apologize for this incident. Please be assured that protecting your information is a priority for us. In addition to all we have already done to date, we are taking additional steps to strengthen and enhance the security of information on our servers.

Sincerely,

Richard H. Opper
Director
Montana Department of Public Health and Human Services

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE **that you enroll by September 15, 2014 (Your code will not work after this date.)**
2. VISIT **the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem**
3. PROVIDE **Your Activation Code:**

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide Engagement #: PC85245.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARETM, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

Even if you choose not to enroll in this program, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	Experian	TransUnion
PO Box 740256	PO Box 9554	PO Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general's office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.