Agency of Human Services
Office of Child Support
103 South Main Street
Waterbury, VT 05671-1901
www.dcf.vermont.gov/ocs

[toll free] 1-800-786-3214

February 17, 2015

[redacted]

Dear Ms. [redacted]

I'm writing to inform you that your name and social security number and address were inadvertently included in an email sent to the wrong parent's email address rather than sent back to the Vermont State Housing Authority email for completion of their housing verification. The Department for Children and Families, Office of Child Support, immediately upon discovering the error called the other parent and sent a subsequent email instructing the recipient to hard delete it from their system unopened. A recall of the email was also requested within 2 minutes of the time it was sent.

I apologize for this error and want to assure you that confidentiality of client information is taken very seriously. The employee who was responsible for the error has been contacted to ensure that this does not happen again.

Though it is unlikely, it is possible that your social security number could be used for fraudulent transactions. Following are some suggestions about how to protect yourself:

1) Review your bank, credit card and debit card account statements carefully over the next 12 to 24 months and immediately report any suspicious activity to your bank or credit union.

2) Monitor your credit reports with the major credit reporting agencies:

Equifax
1-800-685-1111
PO Box 740241
Atlanta GA 30374-0241
www.equifax.com

Experian
1-888-397-3742
PO Box 2104
Allen TX 75013
www.experian.com

TransUnion
1-888-916-8800
PO Box 1000
Chester PA 19022
www.transunion.com

Under Vermont law you are entitled to a free copy of your credit report from each of those agencies once a year. Call the credit reporting agency if you find accounts you did not open, inquiries from creditors that you did not initiate or inaccurate personal information.

Again, please accept my apologies for exposing you to this potential risk and inconvenience. Please feel free to call me at (802) 871-6522 if you have any questions.

Sincerely,

Jennifer Lyford

Jennifer Lyford
Child Support Program Chief
Vermont Office of Child Support
Customer Service Unit
(802) 871-6522