

### North Carolina Security Breach Reporting Form Pursuant to the Identity Theft Protection Act of 2005

Name of Business Owning or Licensing Information Affected by the Breach: Cabarrus County  
 Address: P.O. BOX 707, 605 Church Street SE, Concord, NC  
 Telephone: 704-920-2424 or 704-920-2100 28026  
 Fax: 704-920-2820  
 Email: fharris@cabarruscounty.us

**PLEASE SUBMIT FORM TO:**  
 Consumer Protection Division  
 NC Attorney General's Office  
 9001 Mail Service Center  
 Raleigh, NC 27699-9001  
 Telephone: (919) 716-6000  
 Toll Free in NC: (877) 566-7226  
 FAX: (919) 716-6050

Date Security Breach Reporting Form submitted: 11/11/2007  
 Date the Security Breach was discovered: 10/28/2007  
 Estimated number of affected individuals: 28,000  
 Estimated number of NC residents affected: 28,000

Name of business maintaining or possessing information that was the subject of the Security Breach, if the business that experienced the Security Breach is not the same entity as the business reporting the Security Breach (pursuant to N.C.G.S. § 75-65(b)): \_\_\_\_\_

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: electronic format - / approximately at 10:00 pm a notebook computer was either lost or stolen. The notebook computer was last seen at the rear bumper of an ambulance.  
 Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. YES If so, please describe the security measures protecting the information: double password protected

Describe any measures taken to prevent a similar Security Breach from occurring in the future: keys tethered to laptop with backup key system for unit in place of emergency. Another software will be used in the near future

Date affected NC residents were/will be notified: 11/6/2007 - mailing

If there has been any delay in notifying affected NC residents, describe the circumstances surrounding the delay pursuant to N.C.G.S. § 75-65(a) and (c): research investigation (searching the area)

If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. § 75-65(e), please include the written request or the contemporaneous memorandum.

How NC residents were/will be notified? (pursuant to N.C.G.S. § 75-65(e))  
 written notice  
 electronic notice (email)  
 telephone notice  
 substitute notice  
 Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.

Signature: Tony Harris Date: 11/11/2007  
 Contact Person, Title: Safety & Risk Manager  
 Address: P.O. Box 707, 605 Church Street SE, Concord NC 28026  
 Telephone: 704-920-2219 Fax: 704-920-2820 Email: fharris@cabarruscounty.us

November 2, 2007

Name  
Address

Subject: Possible Security Breach

Dear

Each ambulance operated by Cabarrus County Emergency Medical Services has a notebook computer on board that is used to enter patient information for record keeping and billing purposes.

On October 28<sup>th</sup>, 2007 at approximately 10:00 PM, one of those notebook computers was either lost or stolen. It contained the names, addresses, phone numbers and social security numbers of approximately 28,000 people who have been treated by Cabarrus County Emergency Medical Services over the last four years. It also contained medical information approximately 58 individuals who received treatment between October 13<sup>th</sup> and October 28<sup>th</sup>.

The information on the notebook computer is protected by two passwords, but could be breached by someone with highly developed technical and programming skills.

To prevent such an incident from occurring again, another type of software will be used in the future that does not require the storing of personal information in the notebook computers on board the ambulances. In the meantime, extra care will be taken to ensure that the current situation is not repeated.

It is unknown whether the personal information in the missing notebook computer is in the hands of someone who intends to commit identity fraud, but you should remain vigilant by reviewing financial accounts and monitoring credit reports, which are available free of charge at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 877-322-8228.

I ask that you please review the enclosed document from the North Carolina Attorney General entitled "Received a Security Breach Letter?" for additional instructions and suggestions. For more information you may call the Consumer Protection Division of the North Carolina Attorney General's Office at 877-5-NO-SCAM (877-566-7226) or visit [www.noscamnc.gov](http://www.noscamnc.gov).

The Attorney General's Office and the three major credit reporting agencies (Equifax, Experian and TransUnion security) have been notified of this potential security breach.

If you would like to contact a Cabarrus County representative, please call or email Risk Manager Tony Harris at 704-920-2424 or [tlharris@cabarruscounty.us](mailto:tlharris@cabarruscounty.us).

I deeply regret the occurrence of this preventable and unfortunate incident and hope you will accept my apology for the inconvenience and disruption it has caused.

Sincerely,

John Day  
County Manager