



North Carolina Department of Health and Human Services
Division of Aging and Adult Services

2101 Mail Service Center • Raleigh, North Carolina 27699-2101

Michael F. Easley, Governor
Dempsey Benton, Secretary

Dennis W. Streets
Director

January 5, 2009

Insert Name

Insert Address

Insert City, State, Zip Code

Dear [Insert Name]:

The Division of Aging and Adult Services first attempted to send you the information contained in this letter on October 31, 2008. The United States Postal Service returned your letter to us because the address was incorrect. The Postal Service did have your updated address but was not able to forward the letter to you. You are now receiving this letter based on the updated address the Postal Service shared with us. The information contained in the letter we attempted to mail to you on October 31, 2008 states:

An incident occurred which involved theft of some of your personal information. The purpose of this letter is to explain to you what has happened and to outline the steps you should take.

The Division of Aging and Adult Services (DAAS), in connection with the Home and Community Services program, receives information about the clients served by local agencies. These local agencies provide client services such as congregate meals, in home aide services, transportation, etc. The local agencies send DAAS information on the clients to whom services are provided. Formerly, that information included clients' nine-digit social security numbers as well as other identifying information. DAAS used this information it received from the local agencies for purposes connected with the Home and Community-Based Services program. Although DAAS no longer receives nine-digit social security numbers from local agencies, some of our databases still have this personal information.

On Saturday, October 25, 2008, a DAAS employee had a computer stolen that had this personal information. We have been working with the police department and the North Carolina State Bureau of Investigation in their investigation of this matter.

We have determined that the computer that was stolen contained some of your personal information. Our records show that this computer contained your name, date of birth, address, phone number, and your nine-digit social security number. Although the information on the computer is password protected, your personal information is still at risk. Our concern is that your personal information that is on this computer might be used for identity theft. We are sending this letter to you to notify you of steps we have taken and provide you with information so that you can take appropriate action to protect yourself from this possibility.

In an attempt to help protect you from identity theft the Division of Aging and Adult Services arranged for a fraud alert for clients whose information was put at risk when the computer was stolen. The alert was arranged with TransUnion, one of the three national credit reporting agencies, and it will also apply to the other two agencies -- Experian and Equifax. The fraud alert will last for 90 days and will let creditors know that the Fair Credit Reporting Act may require them to contact you before an account can be opened or modified. You should receive written verification of the fraud alert from the credit reporting agencies, allowing you also to request a free credit report. In addition, you can renew the initial 90-day coverage. Please note that there is chance that you may not receive the written verification from the credit reporting agencies because the original letter to you was returned to us or you may receive a letter from them requesting you to verify your address since we did not have your correct address. If you have not received verification from the three credit reporting agencies we encourage you to contact TransUnion directly by calling 1-800-680-7289.

For additional information on how to protect yourself against Identity Theft, you may contact the North Carolina Attorney General's Consumer Protection Division at 1-877-5-NO SCAM (1-877-566-7226) or access the NoScam website at www.noscamnc.gov. The NoScam website contains information on preventing identity theft as well as resources and forms you may find useful.

The Division of Aging and Adult Services is truly sorry about this theft of your personal information and any inconvenience caused by this incident. We know how worrisome this news may be to you and wish to assure you that we stand ready to assist you in this matter. We will continue to closely monitor this incident and work with law enforcement agencies in the hope that we can recover the computer and determine whether or not your personal information was accessed. If the computer is recovered and we can make this determination, we will notify you.

If you have questions or concerns please contact the CARE-LINE, Information and Referral Service at 1-800-662-7030 (English/Espanol) or TTY for only the hearing impaired at 1-877-452-2514. The CARE-LINE is open 24 hours a day, 7 days a week, including state holidays. In the Triangle area, call 919-855-4400 or 919-733-4851 (TTY for the hearing impaired).

Again, I am so sorry this incident occurred and trust that the resource information we have provided is useful.

Sincerely,

Dennis W. Streets



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Insert Name
Insert Address
Insert City, State, Zip Code

Dear [Insert Name]:

The Division of Aging and Adult Services first attempted to send you the information contained in this letter on November 4, 2008. The United States Postal Service returned your letter to us because the address was incorrect. The Postal Service did have your updated address but was not able to forward the letter to you. You are now receiving this letter based on the updated address the Postal Service shared with us. The information contained in the letter we attempted to mail to you on November 4, 2008 states:

An incident occurred on Saturday, October 25, 2008, which involved the theft of some of your information—namely your name, address, phone, date of birth, and the last four digits of your Social Security number. An employee of the Division of Aging and Adult Services (DAAS), while on appropriate business, had a computer stolen that contained this information. DAAS, in connection with the Home and Community Services and Family Caregiver programs, receives information about the clients served by local agencies. These local agencies provide client services such as congregate meals, in home aide services, transportation, caregiver support services, etc. The local agencies send DAAS information on the clients to whom services are provided. DAAS uses this information for purposes connected with the Home and Community-Based Services and Family Caregiver Support programs.

This type of information is not considered “identifying or personal information.” With the exception of the last four digits of your Social Security number, the information listed above is available to the general public from federal, state, or local government records. The computer was password-protected, meaning that it had some built-in security. Still, we wanted to make you aware of this theft so that you could be on alert in case you receive any unusual phone calls or other suspicious correspondence. This is a good time to remind you that you should never give your social security number out over the phone and to notify you that no one from the Division of Aging or Adult Services or any other government agency should be calling you to verify your Social Security number over the telephone.

If you receive any unusual calls or requests, you can contact the North Carolina Attorney General's Consumer Protection Division at 1-877-5-NO SCAM (1-877-566-7226) or access the NoScam website at www.noscamnc.gov. The NoScam website contains information on preventing identity theft.

If you have questions or concerns about this letter, please contact the state's CARE-LINE, Information and Referral Service at 1-800-662-7030 (English/Espanol) or TTY for only the hearing impaired at 1-877-452-2514. The CARE-LINE is open 24 hours a day, 7 days a week, including state holidays. In the Triangle area, call 919-855-4400 or 919-733-4851 (TTY for the hearing impaired).

Si tiene preguntas, favor de comunicarse con el **CARE-LINE, la línea de información y referencia al 1-800-662-7030**, (Ingles/Español), o llame al 1-877-452-2514 (este número es el TTY, número exclusivo para personas con problemas de audición). El CARE-LINE esta abierto 24 horas al día, 7 días a la semana, incluyendo días feriados. En el área del triángulo llame al 919-855-4400 (Inglés o Español) ó 919-733-4851 (TTY para personas con problemas de audición).

I am sorry this incident occurred and regret any inconvenience it may cause. We will continue to closely monitor this incident and work with law enforcement agencies in the hope that we can recover the computer and determine whether or not your personal information was accessed. If the computer is recovered and we can make this determination, we will notify you.

Sincerely,

Dennis W. Streets

to contact you before an account can be opened or modified. You will receive a written verification of the fraud alert from TransUnion, allowing you also to request a free credit report. In addition, you can renew the initial 90-day coverage for free.

QUESTION 5

What happens if I had already placed a fraud alert on my credit information?

Answer:

- If you have already contacted the credit reporting agencies to request a fraud alert be placed on your record, then this blanket alert will extend your request by a few days or weeks, depending on when it was initially placed on your record.

QUESTION 6

Can I continue the fraud alert beyond 90 days?

Answer:

- Yes, the alert can be continued, but you must call and request that this happen. Please write down the date you called and put that information where you will see it so that if you choose to do so, you can continue the alert for as long as you want. But you must renew near the end of each 90 day period.

QUESTION 7

Will this fraud alert be placed on my name if I have never established credit?

Answer:

Yes, if TransUnion determines that you do not have a credit history they will send you a letter that asks you to provide proof of your address and a copy of your social security card. If you do not have your original social security card you can go to your Social Security Administration office and request a NUMIDENT copy of your number. You will send that information back to TransUnion and they will "flag" your number should you or anyone else attempt to establish credit using your Social Security number.

QUESTION 8

Where can I find out more information?

Answer:

If you have questions, **call the DHHS CARE-LINE, Information and Referral Service at 1-800-662-7030 (English/Espanol) or TTY for the hearing impaired at 1-877-452-2514.** The CARE-LINE is open 24 hours a day, seven days a week, including state holidays.



DAAS Security Breach Frequently Asked Questions

1/12/09

1. My parent is dead but got a letter about the breach of security. Should I be concerned about the situation? Do I need to take action?

You only need to take action if the client recently died and the estate is still open. Otherwise, no action is needed.

2. I am trying to help my parents deal with the situations. Will it be easier for me to get a new SSA for my parents?

It may be possible in extraordinary cases to get another SSN, but you really should contact the Social Security Administration to discuss this further.

3. I got this letter and want to make sure it isn't a hoax. Is this legitimate?

Yes, it is. Please take it seriously and do the suggested activities in the letter.

4. I want a free credit report but can't get through to a real person or don't want to give my social security number.

Annual Credit Report is the only organization that will give them a free report. If you would like to get a copy of a free credit report but don't want to provide your SSN on the automated system at Annual Credit Report at 1-877-322-8228.

You or a family member can:

(1) go on line and file at www.annualcreditreport.com

(2) Complete and mail in a free credit report request form. The form is available to be downloaded at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>

The temporary 90 day fraud alert can be renewed, without charge, every 90 days.

(An FYI to you...a fraud alert is not an absolute protection against having your identity stolen – its effectiveness relies upon the creditor to follow up responsibly when the creditor sees a fraud alert on the credit report.)

5. I would like to place a security alert on my account but don't like automated systems.

Via Mail

A template (attached) can be sent to the clients for them to mail to TransUnion that will accomplish this. In sending in this form, TransUnion will either verify that the initial fraud alert was placed on their account, verify that a initial fraud alert is being placed on their account, or request more material needed to place the initial fraud alert on their account. They can also renew the initial fraud alert in writing as well. Get the client's name address and phone number and we will mail the information to them.

Also, you only have to call one credit bureau, and that one will share the information with the others.

Via Phone

Several callers have expressed a frustration about TransUnion changing their option to talk to a "live" person. Callers can use 1-800-916-8800 and press "3" to talk to a customer service representative. They will then say "no" when the recording asks if they have a case number. Our experience has been to be put on hold for a minute or so before a "live" person picked up.

6. I have tried to request a fraud alert and a free credit report. I was informed there is no information on my file. (This is happening to individuals who have no established credit.)

There will be no credit reports for individuals who have never established credit in their name. Also, there will not be a history or name to attach a fraud alert to. Advise these individuals that if they have bank accounts to notify their bank that this has occurred. They can also mail a request to TRANSUNION requesting a fraud alert. TransUnion has verified that they can do this. They will need to send a copy of their **social security card**. If they no longer have their actual card they need to go into the local social security office and ask for a numident copy of their card. A template is attached that can be used for making this request.

7. I requested the free fraud alert and free credit report but now have charges showing up on my bank account for "credit protection." How did this happen?

There are a couple of ways that this could happen. If you go online to "**Free Credit Report.com**" as opposed to "**Annual Credit Report.com**" to request the free credit report and accept the "terms" of the free credit report you are signing up for a monthly credit protection program. The charges are automatically billed to your bank account or to a credit card monthly and are usually \$14.95 a month. The second scenario is when you request the fraud alert and credit report through Experian. Experian contracts with a company called "CIC Triple Advantage" as their credit monitoring agency. If you do not decline the protection, CIC Triple Advantage will also bill you monthly for credit monitoring protection. If you did not intend to purchase this protection in either situation you need to contact your bank or credit card company to dispute the charges.

8. I received a letter from TransUnion stating I had contacted them to request a fraud alert. When will this alert go in place?

The fraud alert was put in place by the NC Division of Aging and Adult Services for those individuals whose nine digit social security number was on the stolen laptop. The effective date of the alert is the date on the letter sent by TransUnion.

9. *If I decide to extend the fraud alert when should I do this?*

The alert can be extended by calling as early as one week prior to 90 days from the date of the letter.

10. *I received a letter from TransUnion indicating I had contacted them to obtain a credit report. It says I need to provide proof of my current mailing address. They also sent a form to fill out to purchase a credit score. I did not contact them and I did not ask for a credit report but do I need to fill this out and pay for the credit score?*

If you received a letter from NC DAAS, dated October 31, 2008 indicating your nine digit SSN was on a state-owned laptop that was stolen then you are receiving this letter from TransUnion as a result of our attempt to protect you from identity theft. NC DAAS arranged a 90-day fraud alert on your behalf with TransUnion. NC DAAS sent TransUnion the address it had on file for you, but it did not match the address you have on file with your credit history. Before TransUnion could process the request from NC DAAS they needed to verify that you are the person NC DAAS is attempting to assist. If you want the free 90-day fraud alert you should complete the information and return it to TransUnion. **YOU DO NOT HAVE TO PURCHASE ANYTHING TO OBTAIN THE 90-DAY FRAUD ALERT.**

11. *I received a letter from TransUnion indicating I had contacted them to obtain a credit report. The letter says they are unable to locate a credit report for me and that I need to provide verification in order to get the credit report. They also sent a form to fill out to purchase a credit score. I did not contact them and I did not ask for a credit report but do I need to fill this out and pay for the credit score?*

If you received a letter from NC DAAS, dated October 31, 2008 indicating your nine digit SSN was on a state-owned laptop that was stolen then you are receiving this letter from TransUnion as a result of our attempt to protect you from identity theft. NC DAAS arranged a 90-day fraud alert on your behalf with TransUnion. NC DAAS sent TransUnion the address it had on file for you, but it did not match the address you have on file with your credit history. Before TransUnion could process the request from NC DAAS they needed to verify that you are the person NC DAAS is attempting to assist. If you want the free 90-day fraud alert you should complete the information and return it to TransUnion. **YOU DO NOT HAVE TO PURCHASE ANYTHING TO OBTAIN THE 90-DAY FRAUD ALERT.**