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Nashville, TN 37203-0029

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April 23, 2010

Office of the Attorney General  
Consumer Protection Division  
6 State House Station  
Augusta, ME 04333-0006  
Attn: Linda Conti, Assistant Attorney General

Dear Sir/Madam:

#### Data Security Incident Notification

On February 26, 2010, the General Council on Finance and Administration of the United Methodist Church ("GCFA") was notified by one of our service providers that two digital storage devices (DVDs) had been lost in transit in early February. Our service provider was shipping the package between two of its office locations. GCFA provided the information on the DVDs to our service provider in 2001.

The DVDs, contrary to security policy, contained unencrypted personal data regarding certain GCFA employees and/or former employees and their family members. The information included first and last names, GCFA health insurance plan numbers and/or the social security numbers of the plan subscribers. Social security numbers that pertain to the family members/dependents of GCFA employees were not disclosed in this incident.

At this time, although the DVDs remain lost, neither GCFA nor our service provider has any knowledge of the theft of the DVDs or of any misuse of the data that they contain. We have received no information or evidence that an unauthorized person has obtained the information or is using it.

Our investigation has revealed that there are two Maine residents affected by this incident. Notification is being sent to the affected residents in the form attached hereto.

GCFA has in place administrative and technical procedures consistent with safeguarding such personal information in order to avoid a reoccurrence of any such incidents. GCFA is also continually reviewing its policies and procedures to further enhance security of any personal data, including any such data maintained by our service providers. We will work with our service providers to establish appropriate procedures regarding the transfer of media containing personal data.

If you have any questions about this incident, please do not hesitate to contact me.

Sincerely,

Dan Gary  
Administrative Counsel  
General Council on Finance & Administration  
The United Methodist Church

CONSUMER PROTECTION DIVISION  
RECEIVED  
APR 26 2010  
OFFICE OF ATTORNEY GENERAL



Sent on behalf of:  
The General Council on Finance and Administration  
of The United Methodist Church  
PO Box 7238  
Philadelphia, PA 19101



Promotion Code :

April 19, 2010

Dear :

We are writing to notify you on behalf of the General Council on Finance and Administration of the United Methodist Church ("GCFA") of an incident regarding your information and relating to benefits consulting services provided by Towers Watson to GCFA. Two DVDs sent the first week of February, between two Towers Watson office locations, were lost in transit. Towers Watson notified GCFA of this incident on February 25, 2010.

The DVDs contained personal data and health insurance plan benefit information regarding GCFA employees and/or former employees and their family members. This information included your name, your GCFA health insurance plan subscriber number and/or your social security number.

GCFA and Towers Watson deeply regret that this incident occurred and are keenly aware of how important your personal information is to you. At this time, although the DVDs remain lost, neither GCFA nor Towers Watson has any knowledge of the theft of the DVDs or of any misuse of the data that they contain. Out of an abundance of caution, however, we want to make you aware of the steps you may wish to take to guard against identity theft.

To assist you, Towers Watson has arranged with Equifax Personal Solutions to offer - at no cost to you - the Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product for two years. Equifax Credit Watch will provide you with an "early warning system" to changes to your credit file and help you to understand the content of your credit file at the three major credit reporting agencies. Equifax Credit Watch provides you with the following benefits:

- Comprehensive credit file monitoring and automated alerts of key changes to your Equifax, Experian, and TransUnion credit reports
- Wireless alerts and customizable alerts available
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Up to \$1 million in identity theft insurance with \$0 deductible, at no additional cost to you \*
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert placement with automatic renewal functionality (available online only)

For instructions on how to enroll in Equifax Credit Watch, please see the attachment. You should enroll as soon as possible and in any event by June 30, 2010.

Even if you do not choose to enroll in the Equifax Credit Watch, please see the "Additional Information" in the attachment to this letter about other steps you can take to protect yourself. If, for example, you receive any unsolicited request to confirm any sensitive personal information or to provide your credit card number for credit monitoring services, the requests are not from anyone connected with this incident. You should not provide the information.

\* Insurance underwritten by member companies of American International Group, Inc. The description herein is a summary only. It does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for complete details of coverage and exclusions. This product is not intended for minors (under 18 years of age).

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In addition, we recommend that you regularly monitor the explanation of benefits statements that you receive from your health insurance plan to check for any unfamiliar health care services. If you notice any health care services that you did not receive listed on an explanation of benefits statement, please contact your health insurance plan. If you do not regularly receive explanation of benefits statements, you may request that your plan send you these statements following the provision of any health care services in your name or plan number by contacting your plan.

We regret any inconvenience or concern this incident may cause and we are committed to assisting you in protecting your privacy. We have addressed this incident and are taking necessary and appropriate steps to enhance the security of media being transported and to help prevent this from occurring in the future. If you have any questions or need additional information, you may contact Towers Watson's information hotline toll free at (888) 435-6031 (or 609-910-4479 outside the U.S.).

Sincerely,



Todd Bearman, Chief Information Security Officer

Sent on behalf of:  
The General Council on Finance and Administration  
of The United Methodist Church  
P.O. Box 340029  
One Music Circle North  
Nashville, TN 37203-0029  
(615) 369-2395

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# Equifax Credit Watch Gold with 3-in-1 Monitoring

## How to Enroll

To sign up online for **online delivery** go to [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)

1. **Consumer Information:** complete the form with your contact information (name, address and e-mail address) and click "Continue" button. The information is provided in a secured environment.
2. **Identity Verification & Payment Information:** complete the form with your Social Security Number, date of birth, telephone numbers, create a User Name and Password, agree to the Terms of Use and *enter the promotion code provided at the top of your letter* in the "Enter Promotion Code" box and click "Continue" button. This code eliminates the need to provide a credit card number for payment. The system will ask you up to four security questions. This is the Equifax Identity Verification Process.
3. **Order Summary:** click "Continue" button.
4. **Order Confirmation:** - Click "View My Product" to access your 3-in-1 Credit Report and other product features.

If you don't have an email address or access to the Internet, you may sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process or complete the US Mail Enrollment Form provided at the end of this attachment. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Promotion Code:** You will be asked to enter your promotion code as provided at the top of your letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

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## Additional Information

You should regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to:

**Annual Credit Report Request Service**, P.O. Box 105281, Atlanta, GA 30348-5281

You can print a copy of the request form at <http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm>. You can also purchase a copy of your credit report by contacting one of the three national consumer reporting agencies:

**Equifax:** 800-685-1111 [www.equifax.com](http://www.equifax.com)

**Experian:** 888-397-3742 [www.experian.com](http://www.experian.com)

**TransUnion:** 800-888-4213 [www.transunion.com](http://www.transunion.com)

P.O. Box 740241, Atlanta, GA 30374-0241

P.O. Box 9532, Allen, TX 75013

2 Baldwin Place, P. O. Box 2000, Chester, PA 19022

Review the reports carefully for inquiries from companies you did not contact, accounts you did not open, and debts that you cannot explain. Verify the accuracy of your complete name, Social Security Number, address(es), and employer(s). Notify the three consumer reporting agencies about any inaccuracies.

You should remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to proper law enforcement authorities, including local law enforcement and your state's attorney general.

**Fraud Alerts:** A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. 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 90-day alert and an extended seven-year alert. You may request an initial fraud alert if you suspect you have been, or are about to be, a victim of identity theft. You may request an extended alert if you have been a victim of identity theft and provide the required documentation. To place a fraud alert, call any of the three credit reporting companies.

**Placing a Fraud Alert with Equifax:** To place a fraud alert on your credit file with Equifax, visit: [www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com) or you may contact the auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

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