

## NOTICE OF DATA INCIDENT

### ABOUT THE DATA INCIDENT

The Town of New Milford (“the Town”) is providing notice of a recent data incident that may affect the security of certain personal information within its email system. *To date, we have no indication that any information has been misused as a result of this incident.* However, in an abundance of caution, we are providing information about the incident, steps we are taking in response, and steps you may take to better protect your information, should you feel it is appropriate.

### FREQUENTLY ASKED QUESTIONS

***What Happened?*** On or around October 3, 2019, the Town became aware of unusual account activity related to the Town’s email environment. The Town immediately took steps to investigate this activity, which included working with expert third-party forensic investigators. Through the investigation, we determined that an individual accessed certain emails within our email environment without authorization. We immediately took steps to terminate this access to the Town’s email environment and are providing notice of this incident so that those individuals whose information may have been present in the email account at the time of the unauthorized access are aware of this event.

***What Information Was Involved?*** The accessed email environment may have included personal information for certain individuals affiliated with the Town, including current or former employees and residents.

***What Is The Town Doing?*** We take this matter, and the security and privacy of information, very seriously. In addition to conducting a diligent investigation into this issue, we immediately terminated the individual’s access to the Town’s systems upon discovery of this issue. We are reviewing and taking steps to enhance our security safeguards. Local law enforcement has been notified of this incident. We continue to cooperate with law enforcement as their investigation continues.

***What Can I Do?*** We encourage those who think they may be potentially affected to remain vigilant for instances of identity theft and fraud and to monitor accounts and free credit reports for unusual activity. Please also review the enclosed “Steps To Protect Personal Information” to learn more about ways to help protect personal information. The Town is also offering two (2) years of credit monitoring services through Kroll to potentially impacted individuals.

***Where Can I Get More Information?*** We sincerely regret any inconvenience or concern this incident may have caused. Potentially affected individuals may call our dedicated assistance line at 1-844-967-1235 Monday through Friday, 9:00 a.m. to 6:30 p.m. ET for more information.

### STEPS TO PROTECT PERSONAL INFORMATION

#### **Monitor Your Accounts.**

Under U.S. law, consumers are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. Consumers may also contact the three major credit bureaus listed below directly to request a free copy of a credit report.

Consumers have the right to place a “security freeze” on a credit report, which will prohibit a consumer reporting agency from releasing information in the credit report without the consumer’s express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in the consumer’s name without consent. However, it should be noted that using a security freeze to take control over who gets access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application made regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, a consumer cannot be charged to place or lift a security freeze on a credit report. To place a security freeze, please contact the major consumer reporting agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

**TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872

[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, the following information will be required:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. Victims of identity theft are entitled to an extended fraud alert, which is a fraud alert lasting seven years. To place a fraud alert, please contact any one of the agencies listed below:

**Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

[www.transunion.com/fraud-victim-resource/fraud-alerts](http://www.transunion.com/fraud-victim-resource/fraud-alerts)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); or TTY 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their

information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has been delayed by law enforcement.