



Return Mail to IDX:
P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
1-833-896-7335
Or Visit:
<https://response.idx.us/IHA>
Enrollment Code: <<Enrollment Code>>

To the Parent or Guardian of
<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

January 23, 2023

<<Notice of Data Breach>>

Dear Parent or Guardian of <<First Name>> <<Last Name>>:

The Indianapolis Housing Agency (“IHA”) is sending this letter as part of our commitment to privacy. We are writing to you regarding an incident at IHA which may have involved some of the personal information of your child. We want you to understand what happened, what we are doing about it, the steps you can take to protect your child, and how we can help you.

What Happened.

On October 4, 2022, IHA was experiencing unusual activity within our IT environment and discovered that the IHA was a victim of a ransomware attack. We promptly engaged additional support services, hired security experts and forensics investigators to help us investigate the incident, and ensure the safety of our environment. We also underwent a review of potentially affected data to determine what personal information may have been involved and identify any potentially impacted individuals.

What Information Was Involved.

Please note that we are providing this information in an abundance of caution, as the investigation could not confirm your child’s personal information was *actually* viewed or misused.

The information that *may* have been involved included your child’s name, address, date of birth, <<Impacted Data>>.

What We Are Doing.

We take the confidentiality, privacy, and security of information in our care seriously. We recognize that incidents like this continue to affect large and small organizations throughout the country. We have addressed this matter as thoroughly and expeditiously as possible by conducting a comprehensive investigation into the incident. Since the incident, we have deployed additional cybersecurity measures to enhance the security of our network, and we will be continuously evaluating and evolving our current and future cybersecurity practices to better protect our systems against future attacks.

We are also providing your child with services available through IDX, an identity protection services provider. IDX identity protection services include: <<12/24>> months of CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help resolve issues if your child’s identity is compromised.

What You Can Do.

While we have no reason to believe that any of your child's information has been or will be misused and the investigation has not revealed any attempts at fraud or identity theft, out of an abundance of caution, we are providing your child with <<12/24>> months of identity protection services through IDX at no cost to you. A description of the services and instructions on how to enroll can be found below. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll your child in these services on your behalf.

We encourage you to contact IDX with any questions and to enroll your child in the free identity protection services by calling 1-833-896-7335 or going to <https://response.idx.us/IHA> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note, the deadline to enroll is April 23, 2023.

We also encourage you to, as always, remain vigilant and monitor account statements, and financial transactions for potential fraud and identity theft, and promptly report any concerns. We suggest you regularly review bills, notices, and statements, and promptly report any questionable or suspicious activity.

For More Information.

If you have questions about this letter, please call 1-833-896-7335 toll-free Monday through Friday from 9 am - 9 pm Eastern Time or go to <https://response.idx.us/IHA>. The toll-free number and website have been created to answer your questions about the incident and to help you enroll in identity theft and credit monitoring services.

We value your trust in the IHA and we regret any inconvenience this matter may have caused you.

Sincerely,

Indianapolis Housing Agency



Recommended Steps to Help Protect Your Information

1. Website and Enrollment. Go to <https://response.idx.us/IHA> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Telephone. Contact IDX at 1-833-896-7335 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your child's credit identity.

3. Watch for Suspicious Activity. If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report on behalf of your child if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that your child has been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

4. Security Freeze. You may place a free credit freeze for children under age 16. By placing a security freeze, someone who fraudulently acquires your child's personal identifying information will not be able to use that information to open new accounts or borrow money in their name. You will need to contact the three national credit reporting bureaus listed below to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your child's credit files.

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

5. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit

Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 1-877-877-9392

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.