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Via Email
consumer@ag.iowa.gov

March 11, 2020

Consumer Protection Division
Security Breach Notifications
Office of the Attorney General of Iowa
1305 E Walnut Street
Des Moines, IA 50319

RE: Notice of Incident

Dear Sir/Madam:

We are writing to notify you of security incident on behalf of our client, Woods & Woods, LLC, located in Evansville, Indiana. Iowa residents may have been impacted by the security incident.

On February 1, 2020, Woods & Woods, LLC became aware that it was the victim of a ransomware attack. Woods & Woods promptly took steps to secure its information systems and investigate the incident, including contacting the FBI and hiring a forensic cybersecurity firm, to try to determine which, if any, information may have been accessed or stolen. As a result of the investigation, on February 25, 2020, Woods & Woods concluded that some information was stolen, but that it will likely not be able to determine all of the specific information that was accessed or stolen; therefore Woods & Woods is notifying all potentially affected individuals of the incident. The data involved included demographic information of individuals, such as names, addresses, dates of birth, and social security numbers, as well as medical information and bank account number and routing number of some individuals. Woods & Woods continues to pursue measures to protect and secure its data.

Woods & Woods plans to mail notification letters to approximately 115 Iowa residents on March 11, 2020. Please contact me at scook@btlaw.com or 217-231-7237 if you have any questions or request additional information.

Best regards,

Stacy L. Cook

cc: Neil Woods

Woods and Woods, LLC
The Veteran's Firm

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Woods & Woods, LLC is a law firm located in Evansville, Indiana. This letter is to notify you of a recent incident involving your information. On February 1, 2020, Woods & Woods became aware that we were the victim of a ransomware attack, with the attackers claiming to have stolen some of our data and threatening to release the stolen data publicly. We promptly took steps to secure our information systems and investigate the incident, including contacting the FBI and hiring a forensic cybersecurity firm, to try to determine which, if any, data may have been stolen. As a result of the investigation, on February 25, 2020, we concluded that some information was stolen, but that we will likely not be able to determine all the specific data that was stolen; therefore we are notifying all potentially affected individuals of the incident. The data potentially stolen by the attackers included demographic information of individuals such as name, address, date of birth, and Social Security number, as well as medical information and bank account number and routing number for some individuals. We had your information because you are or were a client, you are or were a dependent of a client, or you contacted us and provided your information. This notification was not delayed as a result of a law enforcement investigation.

We sincerely regret any concern or inconvenience this issue may cause you. We continue to work with the cybersecurity firm to pursue measures to protect and secure our data.

If you have questions, please call 1-844-968-1702, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time.

Sincerely,

Neil Woods

Neil Woods

Important Steps To Help Safeguard Your Information

Remain vigilant by reviewing your account statements and credit reports for unauthorized activity. You can get a free copy of your credit report every 12 months by visiting www.annualcreditreport.com or calling 1-877-322-8228. The three nationwide Credit Bureaus may be contacted as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 1000, Chester, PA 19016, www.transunion.com, 1-800-916 8800

Report suspected fraud or identity theft to your local law enforcement, your state's Attorney General, and/or the Federal Trade Commission (FTC), Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft. Maintain a copy of the law enforcement report for creditors.

Implement fraud alerts and/or security/credit freezes- contact the Credit Bureaus to do this and for more information. An initial fraud alert can be placed if you suspect you have been, or are about to be, a victim of identity theft, and stays on your account for at least 1 year. An extended alert is if you have already been a victim of identity theft, and stays on your credit report for 7 years. To request a security freeze, you will need to provide the following:

1. Your full name
2. Social Security number
3. Date of birth
4. If you have moved in the past 5 years, all addresses within those 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, a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

The Credit Bureaus have up to 1 business day after receiving your request by telephone or electronic means, or 3 business days after receiving your request by mail. They must send you written confirmation within 5 business days and provide you with a unique PIN or password to remove the freeze.

Consider arranging for a credit monitoring service, for example, Credit Karma, creditkarma.com.

Maryland, North Carolina, Rhode Island Residents, may obtain information from your state attorney general, including to help avoid identity theft:

- *Maryland Attorney General's Office,* 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us
- *North Carolina Attorney General's Office,* 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6400 / 1-877-566-7226, www.ncdoj.gov
- *Rhode Island Attorney General's Office,* 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov

Rhode Island Residents, you have the right to file and obtain a copy of a police report and to request a security freeze.

West Virginia Residents, you have the right to ask the Credit Bureaus to place fraud alerts, and to place a security freeze on your credit report free of charge, so that no new credit can be opened in your name. You must place a security freeze at each Credit Bureau.

New Mexico Residents, you have rights under the federal Fair Credit Reporting Act (FCRA). See the FTC's list of the primary rights created by the FCRA (https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf), which includes:

- The right to receive your credit report with all the information in your file.
- Each of the Credit Bureaus must provide you with a free copy of your credit report, at your request, once every 12 months.
- You are entitled to a free report if a company takes adverse action against you and you ask for your report within 60 days of receiving notice, which will give you the contact information of the Credit Bureau. You are also entitled to 1 free report a year if you're unemployed and plan to look for a job within 60 days; are on welfare; or if your report is inaccurate because of fraud, including identity theft.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Credit Bureaus must correct or delete inaccurate, incomplete, or unverifiable information.
- Credit Bureaus may not report outdated negative information.
- Access to your file is limited. You must give your consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you receive based on information in your credit report.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights