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2014 MAY 27 AM 10:29
ATTORNEY GENERAL

May 20, 2014

Attorney General Tom Miller
1305 E. Walnut Street
Des Moines IA 50319

Reference: Notice of Data Breach

This notification is being provided to you in compliance with your state law regarding security breach of Personal Information. We are a social service agency with about 550 employees operating in Washington State. In mid-March 2014, we became aware that an unauthorized third person or persons obtained access to our payroll data base system between November 2013 and March 2014. The investigation is ongoing, and we do not yet know the full extent of the breach, exactly what data was accessed or who the unauthorized third party was. We are notifying you because 1 of our previous employees listed Iowa as their last known address.

Personal Information that was in the system and may have been accessed included:

- Full name
- Address
- Date of birth
- Social security number
- Driver's license number or identity card number
- Tax Documents
- Documents provided on Form I-9 for anyone hired after Oct 2010
- Bank routing number and account number if direct deposit was ever used

We have notified all past and present employees of this security breach via mail. A letter went to those who we know had information in the system but do not know whether their information had been accessed or not. A separate letter went to those who have found that their data is known to have been accessed by the unauthorized third party. The letters and website include precautions and recommendations to take as well as links to information on identity theft. We also are offering free credit monitoring for one year to those who had personal information in the system during the dates above.

Please see the attached letters of notification that were sent to those impacted. We have also placed a notice on our webpage at <http://www.servalt.com/tax-fraud.html>. Since the confirmation of this breach Service Alternatives continues to work with the IRS Criminal Investigation Unit, an outside technology firm and others to assist us with this investigation.

Please know that we take this matter seriously and are working quickly to resolve the incident.

If you have additional questions you may e-mail them to support@servalt-adm.com or contact us at #1-800-292-6697.

Sincerely,

Karina L. Briscoe, V.P. - Treasurer



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COMPROMISE OF SOCIAL SECURITY NUMBERS

You are receiving this notice because our records indicate you were employed within the last 5 years in some capacity at Service Alternatives, Inc. and we need to inform you of a breach in one of our systems which contained current and previous employee data. There have been approximately 40 cases of identity theft which has been reported to us by from employees. Currently we are working with the Criminal Investigation Unit at the Internal Revenue Service on this matter.

We spoke with the Washington State Attorney General's office and they recommend **EVERYONE** follow the steps below since there has been some kind of security breach and there isn't a way to know exactly which employee(s) may or may not be affected:

1. Contact the Internal Revenue Service - 800.908.4490.
2. Report this to your bank especially if you used **Direct Deposit** with us
3. Contact the Identity Theft hotline of the Federal Trade Commission t.877.438.4338.
For additional resources see: <http://www.consumer.ftc.gov/>
4. Contact a credit reporting company listed below:
 - a. Experian 1-888-397-3742
 - b. Equifax 1-800-525-6285
 - c. TransUnion 1-800-680-7289

If you receive confirmation of tax fraud from the IRS, they also recommend you file a complaint with your local police precinct and obtain a case number, which can be provided to other agencies if requested. If you are asked, Service Alternatives has filed a report with the Island County Sheriff's/Coupeville Marshalls office. If you already filed your return, and/or received a refund, it still would be a good idea to contact the Internal Revenue Service and report the **potential fraud**. They can have you complete a form which will flag your SSN for three years to give you added peace of mind!

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly. You can check your credit report for free up to three times per year at <https://www.annualcreditreport.com>.

We sincerely apologize for any inconvenience this has caused, and assure you we are taking all steps possible to determine how the breach occurred so that it will not happen again.

Sincerely,
SERVICE ALTERNATIVES, INC.
Janet L Harding



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Notice of Data Breach

TO: Current and former SA employees, foster parents and Community Jobs clients
FROM: Janet Harding, Director of Finance
DATE: April 7, 2014

This memo is to update you on the data breach that occurred at Service Alternatives, Inc. ("Service Alternatives").

As we mentioned in previous correspondence to you, Service Alternatives is investigating a data breach in our payroll data system. At this time, it appears that an unauthorized third person or persons obtained access to that system between November 2013 and March 2014, although that is still being confirmed. The investigation is ongoing, and we do not yet know the full extent of the breach, exactly what data was accessed or who the unauthorized third party was.

We do want to make you aware of what personal data of yours was in the payroll data system and may have been accessed by the unauthorized person:

- Full name
- Address
- Date of birth – excluding foster parents
- Social security number
- Driver's license number or identity card number – excluding foster parents
- Tax Documents
- Documents provided on Form I-9 for anyone hired after Oct 2010 – excluding foster parents
- Bank routing number and account number if direct deposit was ever used

Service Alternatives is sending this letter to everyone who we believe had the information above in the payroll data system. This letter does not mean that we know that your data was accessed without authorization, but we want to inform you of the type of data that may have been breached so you can take appropriate precautions.

Service Alternatives is sending separate communications to individuals whose data was known to have been accessed by the unauthorized third party.

Service Alternatives recommends that you take precautions to ensure that this data breach does not result in identity theft. For example, since your social security number may have been accessed, you should contact the IRS to determine whether there has been any unauthorized activity in connection with your tax filings. They have already been in contact with us regarding

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2013 employee tax return issues which may or may not correspond with this breach. The number to contact them is 1-800-908-4490, select language and then select option 4.

Additionally, Service Alternatives recommends that you visit the FTC website at www.ftc.gov/idtheft. The FTC has information to help individuals guard against and deal with identity theft.

You should also check your credit reports at www.annualcreditreport.com. This site uses all three major credit reporting bureaus and allows you one free credit check per bureau each year. You can also add a fraud alert to your credit report file to help protect your credit information. These credit reporting bureaus are:

Equifax – www.equifax.com	1-800-525-6285
Experian – www.experian.com	1-888-397-3742
TransUnion – www.transunion.com	1-800-680-7289

We would like to extend an offer of free credit monitoring for one year. If you are interested in this service please e-mail support@servalt-adm.com. We will respond with an activation code and login instructions to Experian Credit Monitoring.

Since the confirmation of this breach Service Alternatives continues to work with the IRS Criminal Investigation Unit. Also, we have contracted with an outside technology firm to assist us with this investigation.

We deeply regret the inconvenience and concern this has caused. Please know that we take this matter seriously and are working swiftly to resolve the incident.

If you have additional questions you may e-mail them to support@servalt-adm.com or contact us at 1-800-292-6697.