

October 1, 2015

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Iowa Attorney General Tom Miller  
Consumer Protection Division  
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[Nathan.blake@iowa.gov](mailto:Nathan.blake@iowa.gov)

**RE: Notification of Security Breach**

Dear Mr. Miller:

I am writing on behalf of T-Mobile USA, Inc. to inform you of a recent security breach incident involving data handled on its behalf by Experian.

Based on Experian's investigation to date, we understand that Experian discovered that an unauthorized party accessed their systems on September 15, 2015. On September 21, 2015, T-Mobile USA, Inc. was notified by Experian that information Experian processes and stores on their behalf, including information consumers provided when they applied for an account with T-Mobile, likely was acquired. Records containing each consumer's name, address, social security number, date of birth, identification number (typically a driver's license, military ID, or passport number) and additional information used in T-Mobile's own credit assessment, had been downloaded by the intruder. No payment card or banking information was obtained. On September 22, 2015, Experian determined that although social security and identification numbers were encrypted, that encryption may have been compromised. The data of approximately 25,416 residents in your state who applied for service from September 1, 2013 through September 16, 2015 may have been accessed by the intruder.

Experian has assured T-Mobile that it continues to investigate the incident and is taking the necessary steps to prevent it from recurring. Experian is mailing notification letters to affected individuals beginning next week. Please find enclosed a copy of the notification letter. In addition to notifying impacted individuals with written notice, Experian is notifying impacted individuals through a public website and notices in statewide media.

Please contact me with any questions or concerns regarding this incident.

Sincerely,



Amelia M. Gerlicher



<Date>

<name>

<street address>

<City, State, zip>

I am writing to let you know of an incident that occurred involving T-Mobile USA data housed at Experian that may have involved an unauthorized disclosure of your personal information.

On September 15, 2015, we discovered that an unauthorized party accessed certain Experian servers. We immediately began to investigate the incident and to implement additional security measures.

On September 21, 2015, we notified T-Mobile USA, Inc. that information Experian maintains on their behalf to perform credit checks had been downloaded by the unauthorized party. Information you provided when you applied for an account at T-Mobile likely was acquired. That information includes your name, address, social security number, date of birth, identification number (such as driver's license, military ID, or passport number) and additional information used in T-Mobile's own credit assessment. No payment card or banking information was obtained. This did not involve access to Experian's credit reporting database.

Experian has notified appropriate federal, state and international law enforcement agencies and has taken additional security steps to help prevent future incidents.

#### **What We Are Doing to Protect You**

First and foremost, we want to sincerely apologize to you if any of your personal information was disclosed in this incident. We recognize that this issue can be frustrating, and we are taking steps to protect you and your personal information.

To help protect your identity, we are offering a **complimentary** two-year membership in ProtectMyID® Elite credit monitoring and identity theft resolution services. This product may help detect misuse of your personal information and provides you with identity protection support focused on prompt identification and resolution of identity theft. To Activate ProtectMyID please do the following:

1. ENSURE That You Enroll By April 30, 2016
2. VISIT the ProtectMyID Web Site to enroll: [www.protectmyid.com/securityincident](http://www.protectmyid.com/securityincident)

If you have questions or need an alternative to enrolling online, please call Experian at 866-369-0422.

#### **What You Can Do to Protect Yourself**

There are additional steps you can take to protect yourself from fraudulent activity and identity theft:

##### **Monitor your credit reports for fraudulent transactions or accounts**

- Obtain a free copy of your credit report maintained by each of the three credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling toll-free 877-322-8228.

- Review your reports carefully. If you find anything you do not understand or that is incorrect, contact the appropriate credit reporting agency.
- If you suspect fraudulent activity, contact your local law enforcement agency, the attorney general of your state, and the Federal Trade Commission.

**Consider contacting the credit reporting agencies directly to activate a fraud alert or a security freeze**

- A fraud alert will notify any merchant checking your credit history that you may be the victim of identity theft and that the merchant should take additional measures to verify the application. Notifying any of the three credit reporting agencies will place an alert on your file across all three.
- A security freeze restricts all creditor access to your account, but might also delay any requests you make for new accounts. Inquire with the credit reporting agencies for their specific procedures regarding security freezes.

Contact information for the three credit reporting agencies:

- Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241
- Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013
- TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

If You Have Questions

The Federal Trade Commission provides information about how to avoid identity theft and what to do if you suspect your identity has been stolen. They can be contacted at [consumer.ftc.gov](http://consumer.ftc.gov), 1-877-ID-THEFT (877-438-4338), or The FTC Identity Theft Clearinghouse, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580.

You can also get information from your state's Attorney General – see <URL> for a listing of Attorneys General.

For the latest information on this incident go to: [www.experian.com/T-MobileFacts](http://www.experian.com/T-MobileFacts)

You can also contact us in writing at Experian, P.O. Box 9532, Allen, TX 75013, or you can call us at 866-369-0422.

On behalf of Experian, we sincerely apologize for any inconvenience this may cause you.

Sincerely,



Craig Boundy  
CEO North America