



June 20, 2017

The Honorable Tom Miller
Attorney General of Iowa
Hoover State Office Building
1305 E. Walnut Street
Des Moines, IA 50319

ATTORNEY GENERAL
2017 JUN 21 AM 10:23

Dear Attorney General Miller:

We write to inform you of a postal mail theft incident at HillPhoenix in Conyers, Georgia. On June 1, 2017, after HillPhoenix deposited outgoing mail into the mailbox outside of its facility in Conyers, GA, an SUV was observed driving up to the mailbox and removing the mail and driving away. The SUV was not a U.S. Post Office vehicle. The company's video camera security system captured the incident and we immediately alerted the Conyers, GA police and the U.S. Post Office about this theft. Some of the mail that was deposited in the mailbox included paper checks, pay stubs and payments being made by HillPhoenix on behalf of employees to state and federal agencies, and to vendors. Some of those mail items included personal identifying information, such as Social Security numbers, bank account numbers, and government file ID numbers related to support payments. No electronic media was included in the stolen mail.

HillPhoenix immediately stopped payment on checks that were included in the mail box and issued new checks to impacted employees and vendors. HillPhoenix has become aware that some party has attempted to alter some of the checks and present them for payment. While we have put a stop payment order on the stolen checks, as a precautionary measure, we have provided a notice letter and have recommended steps affected individuals should take to protect their personal information. Three Iowa residents who are current HillPhoenix employees have been notified. We estimate that there are approximately 50 individuals in total whose personal information was included in the mail that was stolen.

The incident was quickly identified on the same day of its occurrence. We have communicated with affected employees to make them aware of the incident and the steps we are taking to help remedy the situation. The investigation into the incident is ongoing. We are cooperating with the Conyers, GA police and U.S. Post Office in their investigations into this crime, and with our bank on any fraudulently presented checks. We have also made arrangements with AllClear ID to provide affected individuals with a call center to help answer questions, and credit monitoring and identity protection services at no charge for 36 months.

If you have any questions about this incident, please do not hesitate to contact me at 770-285-3062.

Respectfully,

A handwritten signature in black ink, appearing to read 'Shawn Simmons', with a long horizontal flourish extending to the right.

Shawn Simmons

HR VP, HillPhoenix