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December 20, 2016

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VIA ELECTRONIC MAIL

Consumer Protection Division
Security Breach Notifications
Office of the Attorney General of Iowa
1305 E. Walnut Street
Des Moines, IA 50319-0106
Email: consumer@iowa.gov

Re: Data Breach Notification

Dear Consumer Protection Division,

Western Union Financial Services, Inc., on behalf of itself and its applicable subsidiaries (Western Union), recently became aware that personally identifiable information of approximately 694 Iowa residents may have been accessed without authorization in July of this year in a computer intrusion against a vendor-supplied external system formerly used by Western Union for secure data storage. Western Union promptly informed federal law enforcement, and is actively cooperating with law enforcement's investigation. An investigation was also promptly conducted to analyze the data on the external storage system. This week, Western Union will be providing individualized notification to each Iowa resident whose personally identifiable information may have been compromised in the incident, specifying the elements of that individual's personally identifiable information that may have been accessed.

Western Union did not use the external system in question for its money transfer operations. No Western Union systems were involved in this incident, and the external system is no longer in use.

While Western Union is not aware of any instances of fraud, identity theft or any other harm to any individuals related to this incident, Western Union is offering notified individuals a complimentary one-year membership in Experian's ProtectMyID product that includes credit monitoring, fraud resolution services, and identity theft insurance, as set out in the attached form of notification letter that will be mailed this week.

Western Union is committed to protecting customers and their data, and to maintaining trust in Western Union. Please do not hesitate to call me at 404-815-6004 if I can provide any more information.

Very truly yours,

Jon Neiditz

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