



South Carolina Legal Services
Return to: IDX
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: [REDACTED]

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

September 28, 2021

Re: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

I am writing to inform you of a recent data security incident experienced by South Carolina Legal Services (“SCLS”) that may have involved your personal information. At SCLS, we take the privacy and security of all of the information in our possession very seriously. That is why we are writing to provide more information and provide steps you can take to protect your personal information, including enrolling in complimentary credit monitoring services.

What Happened. On June 28, 2021, we discovered that our systems were encrypted. Upon discovery, we took immediate steps to secure our systems prior to restoration. In addition, we retained outside cybersecurity experts to investigate to determine the source and scope of the incident.

Our investigation into the incident is ongoing; however, out of an abundance of caution, we are providing notice to our employees so that you may take appropriate steps to protect your personal information.

What Information Was Involved. The information may have involved names, Social Security numbers, and Driver’s License numbers.

What We Are Doing. As soon as we detected the incident, we took the measures referenced above. We also reported the matter to the FBI and will provide whatever cooperation is necessary to hold the perpetrators accountable. Additionally, we enhanced the security of our network in an effort to prevent a similar event from occurring in the future. We are also providing you information about steps you can take to help protect your personal information, and offering free credit monitoring services for <<12 or 24 months>> through IDX as described below.

What You Can Do. You can follow the recommendations included with this letter to protect your personal information. We also strongly encourage you to enroll in the credit monitoring and identity monitoring services we are offering through IDX. To enroll in this service, go to <https://app.idx.us/account-creation/protect> or call 1-800-939-4170 and, when prompted for the Enrollment Code, provide [REDACTED] and follow the three steps to receive your credit monitoring services. Your complimentary services will include credit monitoring, fraud alerts, and \$1,000,000 in identify theft insurance. The deadline to enroll is December 28, 2021.

For More Information: If you have any questions regarding the incident or would like assistance with enrolling in the credit and identity monitoring services, please call 1-800-939-4170 between 9 am to 9 pm Eastern time. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, which appears to read "Andrea Loney". The signature is written in a cursive style and is positioned above a solid horizontal black line that spans the width of the signature.

Andrea Loney
Executive Director
South Carolina Legal Services

(Enclosure)

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.