

THE CITY OF  
**COLUMBUS**

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M1844-L01-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345

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COUNTRY



**RE: Important Security Notification. Please read this entire letter.**

**Notice of Data Breach**

Dear Valued Resident:

The City of Columbus (the "City") was the victim of a cybersecurity incident that may affect the security of your personal information. This letter will provide you with information about the incident, steps we are taking in response, and steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so.

**What Happened?** On July 18, 2024, the City discovered that it had experienced a cybersecurity incident in which a foreign cyber threat actor (the "TA") attempted to disrupt the City's IT infrastructure in a possible effort to deploy ransomware, and solicit a ransom payment from the City (the "Incident"). The City's continuing investigation of the Incident determined that the TA gained unauthorized access to the City's technology infrastructure, allowing the TA to access certain personal information. The Incident was discovered expeditiously, cyber security experts were retained, and security measures were implemented to contain the Incident. Despite these efforts, data purported to have been obtained from the City was posted on the dark web.

**What Information Was Involved?** The information involved in the Incident may have included your personal information, such as your first and last name, date of birth, address, bank account information, driver's license(s), Social Security number, and other identifying information concerning you and/or your interactions with the City. To date, the City is unaware of any actual or attempted misuse of your personal information for identity theft or fraud as a result of this Incident.

**What Are We Doing?** As soon as we learned of this situation, the City's Department of Technology quickly identified the threat and took action to block unauthorized users from accessing the City's systems and launched an investigation. The City engaged cyber security experts to investigate and resolve the Incident. The City is also working with law enforcement to bring those behind this Incident to justice. The City's investigation of the Incident is ongoing. The City is working with cyber security experts to implement measures to prevent unauthorized access to the City's IT systems in the future.

**What Actions You Can Take?** As always, we recommend that you be on the alert for suspicious activity related to your financial accounts and credit reports. We encourage you to regularly monitor your statements and records to ensure there are no transactions or other activities that you did not initiate or authorize. You should report any suspicious activity to the appropriate service provider. If you observe unusual activity on any debit/credit card, or you believe your personal bank account shows signs of compromise, we advise you to close out those accounts and request new cards and account credentials.

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Additionally, you should report incidents of suspected identity theft to your local law enforcement, the Federal Trade Commission (the "FTC"), and your state attorney general. To file a complaint with the FTC, go to [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-ID-THEFT (1 (877) 438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies. Information on how to contact your state attorney general can be found in Appendix A to this letter.

Please take advantage of additional free resources on identity theft. We recommend that you review the tips provided by the FTC's Consumer Information website, a valuable resource with helpful tips on how to protect your information. Additional information is available at <https://www.consumer.ftc.gov/topics/privacyidentity-online-security>. A copy of Identity Theft – A Recovery Plan, a comprehensive guide from the FTC to help you guard against and deal with identity theft, is on the FTC's website at [https://www.consumer.ftc.gov/articles/pdf-0009\\_identitytheft\\_a\\_recovery\\_plan.pdf](https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf).

Additionally, under the Fair Credit Reporting Act, you have the right to know what is in your file and receive notification if information in your file has been used against you in applying for credit or other transactions. In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) for additional information.

If you are a resident of the State of Massachusetts, please be aware that under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

#### Placing a Security Freeze

Any consumer may place a free security freeze on his or her credit report by: (i) requesting one in writing by certified mail to the consumer reporting agency, (ii) calling the agency directly, or (iii) submitting a form online directly to the agency. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services. We recommend that you work collaboratively with potential lenders, employers and service providers to ensure that you are protecting both your information and the approval status of your applicable request.

In order to place a security freeze on your credit reports, you must contact each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)), at the addresses below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
(888) 298-0045  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
(888) 397-3742  
<https://www.experian.com/freeze/center.html>

Trans Union Security Freeze  
Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19022-2000  
(888) 909-8872  
<https://www.transunion.com/credit-freeze>

The credit reporting agencies have a certain number of days after receiving your request to place a security freeze on your credit report, so we recommend placing the freeze as soon as you possibly can. The credit bureaus must also send written confirmation to you, and may provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

#### Lifting or Suspending a Security Freeze

To temporarily lift or suspend the security freeze, you must call, make a request online, or send a request via electronic media to the credit reporting agencies and include proper identification (name, address, and social security number) and the PIN number (if provided) or password provided to you when you placed the security freeze. Please note, your state may not allow this action to be completed. You should always check your state's laws on credit freezing before placing a freeze on your credit report.

#### Removing a Security Freeze

To remove the security freeze, you can either submit the request online, or send a written request to each of the three credit bureaus by mail, secure electronic method, or via their online form, and include proper identification (name, address, and social security number) and the PIN number (if provided) or password provided to you when you placed the security freeze.

#### Credit Monitoring

Although we do not have any evidence that your personal information has been misused for identity theft or fraud, out of an abundance of caution, the City is providing Experian IdentityWorks<sup>SM</sup> credit monitoring services for **24 months** at no cost to you.

If you believe there was fraudulent use of your information as a result of this Incident, and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the Incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for **24 months** from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by January 31, 2025** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>.
- Provide your activation code: [REDACTED]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this Incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **1(833) 918-5161** by **January 31, 2025**. Be prepared to provide engagement number **B132531** as proof of eligibility for the Identity Restoration services by Experian.



**ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS  
MEMBERSHIP**

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**For More Information.** We regret and apologize for any inconvenience this may cause to you. If you have further questions or concerns, or would like an alternative to enrolling online please call **1(833) 918-5161 toll-free Monday through Friday from 9 am – 9 pm Eastern** (excluding major U.S. holidays). Be prepared to provide your engagement number [REDACTED]

Sincerely,

Andrew J. Ginther  
Mayor, City of Columbus

THE CITY OF  
**COLUMBUS**★

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## Appendix A – State Attorney General Contact Information

### **Alabama:**

Attorney General Steve Marshall  
Alabama Attorney General's Office  
501 Washington Avenue  
Montgomery, AL 36104  
Phone: (334) 242-7300  
Email:  
constituentaffairs@ago.alabama.gov  
<https://alabamaag.gov/general-contact/>

Office of the Attorney General  
2550 Mariposa Mall, Room 5090  
Fresno, CA 93721-2271  
Phone: (559) 705-2300

Office of the Attorney General  
300 South Spring Street  
Los Angeles, CA 90013-1230  
Phone: (213) 269-6000

Office of the Attorney General  
600 West Broadway Street, Suite 1800  
San Diego, CA 92101-3702  
Phone: (619) 738-9000

### **Alaska:**

Attorney General Treg Taylor  
Alaska Attorney General's Office  
1031 West 4th Avenue, Suite 200  
Anchorage, AK 99501  
Phone: (907) 269-5100  
Email: attorney.general@alaska.gov  
<https://law.alaska.gov/department/about.html>

### **Colorado:**

Attorney General Phil Weiser  
Colorado Department of Law  
Ralph L. Carr Judicial Building  
1300 Broadway, 10th Floor  
Denver, CO 80203  
Phone: (720) 508-6000  
<https://complaints.coag.gov/s/contact-us>

### **Arizona:**

Attorney General Kris Mayes  
Arizona Attorney General's Office  
2005 N Central Ave  
Phoenix, AZ 85004-2926  
Phone: (602) 542-5025  
Email: AGInfo@azag.gov  
<https://www.azag.gov/contact-us>

### **Connecticut:**

Attorney General William Tong  
Office of the Attorney General  
165 Capitol Avenue  
Hartford, CT 06106  
Consumer Assistance Unit: (860) 808-5420  
<https://portal.ct.gov/ag/contact-the-attorney-generals-office/contact-the-attorney-generals-office>

### **Arkansas**

Attorney General Tim Griffin  
Arkansas Attorney General's Office  
323 Center Street, Suite 200  
Little Rock, AR 72201  
Phone: (501) 682-2007  
Email: oag@ArkansasAG.gov  
<https://arkansasag.gov/resources/contact-us/>

### **D.C.**

Attorney General Brian Schwalb  
Washington D.C. Attorney General's Office  
400 6th Street NW  
Washington, DC 20001  
Phone: (202) 727-3400  
Email: oag@dc.go  
<https://oag.dc.gov/about-oag/contact-us>

### **California**

Attorney General Rob Bonta  
California Attorney General's Office  
1300 "I" Street  
Sacramento, CA 95814-2919  
Phone: (916) 445-9555  
<https://oag.ca.gov/contact>

#### **Additional Office Locations:**

Office of the Attorney General  
455 Golden Gate, Suite 11000  
San Francisco, CA 94102-7004  
Phone: (415) 510-4400

Office of the Attorney General  
1515 Clay Street  
Oakland, CA 94612-1499  
Phone: (510) 879-1300

### **Delaware:**

Attorney General Kathy Jennings  
Delaware Department of Justice  
Carvel State Building  
820 N. French St.  
Wilmington, DE 19801  
Phone: (302) 577-8400  
Email: attorney.general@delaware.gov  
<https://attorneygeneral.delaware.gov/contact/>



**Additional Locations:**

Delaware Department of Justice  
102 W. Water Street  
Dover, DE 19904  
Phone: (302) 739-4211

Delaware Department of Justice  
13 The Circle  
Georgetown, DE 19947  
Phone: (302) 856-5353

**Florida:**

Attorney General Ashley Moody  
Office of the Attorney General  
State of Florida  
PL-01 The Capitol  
Tallahassee, FL 32399-1050  
Phone: 1-866-966-7226  
Email:  
[citizenservices@myfloridalegal.com](mailto:citizenservices@myfloridalegal.com)  
<https://legacy.myfloridalegal.com/contact>

**Georgia:**

Attorney General Christopher Carr  
Georgia Attorney General's Office  
40 Capitol Square, SW  
Atlanta, Georgia 30334  
Phone: (404) 651-8600  
<https://law.georgia.gov/contact-us>

**Hawaii:**

Attorney General Anne Lopez  
Department of Attorney General  
425 Queen Street  
Honolulu, HI 96813  
Phone: (808) 586-1500  
Email: [hawaiiag@hawaii.gov](mailto:hawaiiag@hawaii.gov)  
<https://ag.hawaii.gov/contact-us/>

**Idaho:**

Attorney General Raúl Labrador  
State of Idaho  
Office of the Attorney General  
700 W. Jefferson Street, Suite 210  
P.O. Box 83720  
Boise, Idaho 83720-0010  
Phone: 208-334-2400  
Email: [AGLabrador@ag.idaho.gov](mailto:AGLabrador@ag.idaho.gov)  
<https://www.ag.idaho.gov/contact/>

**Illinois:**

Attorney General Kwame Raoul  
Illinois Attorney General's Office  
500 South Second Street  
Springfield, IL 62701  
Phone: (217) 782-1090  
<https://www.illinoisattorneygeneral.gov/contact/>

**Additional Locations:**

Main Offices:  
115 S. LaSalle St.  
Chicago, IL 60603  
(312) 814-3000

1745 Innovation Drive, Suites C & D  
Carbondale, IL 62903  
(618) 529-6400/6401

**Regional Offices:**

Chicago West  
306 N. Pulaski Rd.  
Chicago, IL 60624  
(773) 265-8808

Chicago South Regional Office  
8100 S. Stony Island, Suite C  
Chicago, IL 60617  
773-768-5926

**East-Central Illinois**

1776 E. Washington Street  
Urbana, IL 61802  
217-278-3366

**West-Central Illinois**

628 Maine Street  
Quincy, IL 62301  
217-223-2221

**Metro East Illinois**

201 West Pointe Drive  
Suite 7  
Belleville, IL 62226  
618-236-8616

**Northern Illinois**

Zeke Giorgi Center  
200 S Wyman Street, Suite 307  
Rockford, IL 61101  
815-967-3883

**Indiana:**

Attorney General Todd Rokita  
Office of the Indiana Attorney General  
Indiana Government Center South  
302 W. Washington St., 5th Floor  
Indianapolis, IN 46204  
Phone: (317) 232-6201  
<https://www.in.gov/attorneygeneral/contact-us/>

**Iowa:**

Attorney General Brenna Bird  
 Office of the Attorney General of Iowa  
 Hoover State Office Building  
 1305 E. Walnut Street  
 Des Moines IA 50319  
 Phone: 515-281-5164  
 Email: [webteam@ag.iowa.gov](mailto:webteam@ag.iowa.gov)  
<https://www.iowaattorneygeneral.gov/contact-us>

**Kansas:**

Attorney General Kris W. Kobach  
 Kansas Attorney General's Office  
 120 SW 10th Ave., 2nd Floor  
 Topeka, KS 66612  
 Phone: (785) 296-2215  
 Phone: 1-888-428-8436  
<https://www.ag.ks.gov/about-us/contact-us>

**Kentucky:**

Attorney General Russell Coleman  
 Kentucky Office of the Attorney General  
 ATTN: Office of Consumer Protection  
 1024 Capital Center Drive  
 Suite 200  
 Frankfurt, KY 40601  
 Main Line: (502) 696-5300  
 Consumer Protection Phone Number:  
 (502) 696-5389  
 Data Breach Hotline: (855) 813-6508 (toll free)  
 Identity Theft Hotline: (800) 804-7556  
 Email: <https://www.ag.ky.gov/Contact-Us>  
<https://www.ag.ky.gov/>

**Louisiana:**

Attorney General Liz Murrill  
 Louisiana Office of the Attorney General  
 1885 North Third Street  
 Baton Rouge, LA 70802  
 Phone: (877) 297-0995  
 Consumer Protection Section Phone: (225) 326-6400  
 Consumer Protection Section Hotline: (800) 351-4889  
 Email: [constituentservices@ag.louisiana.gov](mailto:constituentservices@ag.louisiana.gov)  
<https://www.ag.state.la.us/Contact>

**Maine:**

Attorney General Aaron Frey  
 Office of the Maine Attorney General  
 6 State House Station  
 Augusta, ME 04333  
 Phone: (207) 626-8800  
 Consumer Protection Division: (207) 626-8849  
 Consumer Protection Division Toll Free:  
 (800) 436-2131  
 Email: [attorney.general@maine.gov](mailto:attorney.general@maine.gov)  
<https://www.maine.gov/ag/contact.html>

**Maryland:**

Attorney General Anthony G. Brown  
 Consumer Protection Division Office  
[consumer@oag.state.md.us](mailto:consumer@oag.state.md.us)

Baltimore Metro Area  
 200 St. Paul Place, Baltimore, MD 21202  
 Main number: 410-576-6300 / En español  
 410-230-1712 / toll-free: 1-888-743-0023  
 Consumer Hotline: 410-528-8662  
 Medical Billing/Health Insurance  
 Problems: 410-528-1840 / toll-free: 877-261-8807

Western Maryland  
 Consumer Protection Division Office  
 44 North Potomac Street, Suite 104,  
 Hagerstown, MD 21740  
 Office currently closed to the public.  
 Meetings by appointment only.  
 301-791-4780

Eastern Shore  
 Consumer Protection Division Office  
 District Court, 201 Baptist Street, Suite 30,  
 Salisbury, MD 21801  
 Office currently closed to the public.  
 Meetings by appointment only.  
 410-713-3620

Prince George's  
 Consumer Protection Division Office  
 9200 Basil Court, Suite 301, Largo, MD  
 20774  
 Office currently closed to the public.  
 Meetings by appointment only.  
 301-386-6200

Southern Maryland  
 Consumer Protection Division Office  
 15045 Burnt Store Road, Hughesville, MD  
 20637  
 Mailing address:  
 P.O. Box 745, Hughesville, MD 20637  
 301-274-4620 or toll-free 1-866-366-8343  
 Office currently closed to the public.  
 Meetings by appointment only.  
 Please call to verify hours of operation  
 before coming into this office.

Cumberland Area Telephone Assistance  
 301-722-2000 x6417  
 Office currently closed to the public.  
 Meetings by appointment only.  
 9 a.m. to 12 p.m., 3rd Tuesday of the  
 month

Frederick Area Telephone Assistance  
 301-600-1071  
 Office currently closed to the public.  
 Meetings by appointment only.  
 9 a.m. to 1 p.m., 2nd and 4th Thursday of  
 the month



**Massachusetts:**

Attorney General Andrea Campbell  
Massachusetts Attorney General's Office  
1 Ashburton Pl  
20th Floor  
Boston, MA 02108  
Phone: (617) 727-2200  
Consumer Hotline: (617) 727-8400  
<https://www.mass.gov/contact-the-attorney-generals-office>

**Michigan:**

Attorney General Dana Nessel  
Michigan Department of Attorney General  
Email: [miag@michigan.gov](mailto:miag@michigan.gov)  
<https://www.michigan.gov/ag/ag-contact-directory>

**Lansing Office:**

G. Mennen Williams Building  
525 W. Ottawa St.  
P.O. Box 30212  
Lansing, MI 48906  
Phone: (517) 335-7622

**Detroit Office:**

Cadillac Place, 10th Floor  
3030 W. Grand Boulevard, Suite 10-200  
Detroit, MI 48202  
Phone: (313) 456-0240

**Minnesota:**

Office of Minnesota Attorney General  
Keith Ellison  
445 Minnesota Street, Suite 1400  
St. Paul, MN 55101  
Phone: (651) 296-3353 (Twin Cities  
Calling Area)  
Phone: (800) 657-3787 (Outside the Twin  
Cities)  
<https://www.ag.state.mn.us/Office/ContactUs.asp>

**Mississippi:**

Attorney General Lynn Fitch  
Mississippi Attorney General's Office  
P.O. Box 220  
Jackson, MS 39205  
Phone: (601) 359-3680  
<https://attorneygenerallynnfitch.com/contact/>

**Missouri:**

Attorney General Andrew Bailey  
Missouri Attorney General's Office  
Supreme Court Building  
207 W. High St.  
P.O. Box 899  
Jefferson City, MO 65102  
Phone: (573) 751-3321  
<https://ago.mo.gov/about-us/contact-us/>

Consumer Protection Division  
Consumer Protection Hotline: (800) 392-8222  
Email: [consumer.help@ago.mo.gov](mailto:consumer.help@ago.mo.gov)

**Regional Offices**

Cape Girardeau  
2311 Bloomfield Street, Suite 106  
Cape Girardeau, MO 63703  
Phone: (573) 290-5679

**Kansas City**

615 E. 13th Street, Suite 401  
Kansas City, MO 64106  
Phone: (816) 889-5000

**Springfield**

149 Park Central Square, Suite 1017  
Springfield, MO 65806  
Phone: (417) 895-6567

**St. Louis**

815 Olive Street, Suite 200  
St. Louis, MO 63101  
Phone: (314) 340-6816

**Montana:**

Attorney General Anthony G. Brown  
Office of the Attorney General  
Justice Building, Third Floor  
215 North Sanders  
P.O. Box 201401  
Helena, MT 59620-1401  
Phone: (406) 444-2026  
E-mail: [contactdoj@mt.gov](mailto:contactdoj@mt.gov)  
<https://dojmt.gov/agooffice/>

**Nebraska:**

Attorney General Mike Hilgers  
Nebraska Attorney General's Office  
2115 State Capitol  
P.O. Box 98920  
Lincoln, NE 68509  
Phone: (402) 471-2683  
Email: [ago.info.help@nebraska.gov](mailto:ago.info.help@nebraska.gov)  
<https://ago.nebraska.gov/contact-us>

**Nevada:**

Attorney General Aaron D. Ford  
Consumer Protection Hotline: (702) 486-3132  
Email: [AgInfo@ag.nv.gov](mailto:AgInfo@ag.nv.gov)  
<https://ag.nv.gov/Contact/Contact>

**Carson City Office**

Office of the Attorney General  
100 North Carson Street  
Carson City, NV 89701  
Telephone: (775) 684-1100



Reno Office  
Office of the Attorney General  
5420 Kietzke Lane, Suite 202  
Reno, NV 89511  
Telephone: (775) 687-2100

Las Vegas Office  
Office of the Attorney General  
McCarran Center - State of Nevada  
Campus  
1 State of Nevada Way Suite 100  
Las Vegas, NV 89119  
Telephone: (702) 486-3420

**New Hampshire:**

Attorney General John Formella  
New Hampshire Department of Justice  
Office of the Attorney General  
1 Granite Place South  
Concord, NH 03301  
Phone: (603) 271-3658  
Consumer Protection & Antitrust Bureau  
Phone Number: (603) 271-3643  
<https://www.doj.nh.gov/>

**New Jersey:**

Attorney General Matthew J. Platkin  
Richard J. Hughes Justice  
Complex 25 Market Street  
P.O. Box 080  
Trenton, NJ 08625  
(609) 292-8740  
<https://www.njoag.gov/contact/file-a-complaint/>

**New Mexico:**

Attorney General Raúl Torrez  
<https://nmdoj.gov/contact-us/>

Santa Fe Office  
408 Galisteo Street  
Villagra Building  
Santa Fe, NM 87501  
Phone: (505) 490-4060

Albuquerque Office  
201 3rd St. NW  
Suite 300  
Albuquerque, NM 87102  
Phone: (505) 490-4060

Las Cruces Office  
1175 Commerce Dr  
Suite A  
Las Cruces, NM 88011  
Phone: (505) 490-4060

**New York:**

Attorney General Letitia James  
Office of the New York State Attorney  
General  
The Capitol  
Albany, NY 12224  
Phone: 1-800-771-7755  
<https://ag.ny.gov/>

Binghamton Regional Office  
State Office Building, 17th Floor  
44 Hawley Street  
Binghamton, NY 13901  
Main Line: 607-251-2770  
Consumer Frauds: 607-251-2764

Brooklyn Regional Office  
55 Hanson Place, Suite 1080  
Brooklyn NY 11217  
Main Line: 718-560-2040

Buffalo Regional Office  
Main Place Tower, Suite 300A  
350 Main Street  
Buffalo, NY 14202  
Main Line: 716-853-8400  
Consumer Frauds: 716-853-8404

Harlem Regional Office  
163 West 125th Street, Suite 1324  
New York, NY 10027  
Main Line: 212-364-6010

Nassau Regional Office  
200 Old Country Road, Suite 240  
Mineola, NY 11501  
Main Line: 516-248-3302  
Consumer Frauds: 516-248-3301, 516-248-3300

Plattsburgh Regional Office  
43 Durkee Street, Suite 700  
Plattsburgh, NY 12901  
Main Line: 518-562-3288  
Consumer Frauds: 518-562-3282

Poughkeepsie Regional Office  
One Civic Center Plaza, Suite 401  
Poughkeepsie, NY 12601  
Main Line: 845-485-3900

Rochester Regional Office:  
144 Exchange Blvd., Suite 200  
Rochester, NY 14614  
Main Line: 585-546-7430

Suffolk Regional Office  
300 Motor Parkway, Suite 230  
Hauppauge, NY 11788  
Main Line: 631-231-2424  
Consumer Frauds: 631-231-2401



Syracuse Regional Office  
300 South State Street, Suite 300  
Syracuse, NY 13202  
Main Line: 315-448-4800  
Consumer Frauds: 315-448-4848  
Utica Regional Office  
207 Genesee Street, Room 508  
Utica, NY 13501  
Main Line: 315-864-2000

Watertown Regional Office  
Dulles State Office Building  
317 Washington Street  
Watertown, NY 13601  
Main Line: 315-523-6080

Westchester Regional Office  
44 South Broadway  
White Plains, NY 10601  
Main Line: 914-422-8755  
Consumer Frauds: 914-422-8755

**New York State Department of State  
Division of Consumer Protection**  
Phone: 518-474-8583

**New York State Division of State Police**  
Email: [nyspmail@troopers.ny.gov](mailto:nyspmail@troopers.ny.gov)  
<https://troopers.ny.gov/contact-us>

**North Carolina:**

Attorney General Josh Stein  
North Carolina Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699  
Phone: (919) 716-6400  
Toll Free Consumer Hotline: 1-877-566-7226  
Email: <https://ncdoj.gov/contact-doj/>  
<https://ncdoj.gov/>

Consumer Protection  
North Carolina Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699  
Phone: (919) 716-6000

**North Dakota:**

Attorney General Drew Wrigley  
Office of Attorney General  
600 East Boulevard Avenue, Department  
125  
Bismarck, ND 58505  
Phone: (701) 328-2210  
Consumer Protection Division Phone:  
(701) 328-3404  
Email: [ndag@nd.gov](mailto:ndag@nd.gov)  
<https://attorneygeneral.nd.gov/attorney-generals-office/contact-us/>

Consumer Protection and Antitrust  
1720 Burlington Drive, Suite C  
Bismarck, ND 58504

**Ohio:**

Attorney General Dave Yost  
State Office Tower  
30 E. Broad St.  
Columbus, OH 43266  
(614) 466-4320  
<https://www.ohioattorneygeneral.gov/About-AG/Contact>

**Oklahoma:**

Attorney General Gentner Drummond  
Oklahoma Attorney General's Office  
313 NE 21st Street  
Oklahoma City, OK 73105  
Phone: (405) 521-3291 (Oklahoma City)  
Phone: (918) 581-2885 (Tulsa)  
Email: [contact@oag.ok.gov](mailto:contact@oag.ok.gov)  
<https://oklahoma.gov/oag/about/contact.html>

**Oregon:**

Attorney General Ellen F. Rosenblum  
Oregon Department of Justice  
1162 Court St. NE  
Salem, OR 97301-4096  
Phone: (402) 471-2683  
Email: [AttorneyGeneral@doj.oregon.gov](mailto:AttorneyGeneral@doj.oregon.gov)  
<https://www.doj.state.or.us/oregon-department-of-justice/contact-us/>

**Pennsylvania:**

Pennsylvania Attorney General Michelle A. Henry  
Pennsylvania Office of Attorney General  
16th Floor, Strawberry Square  
Harrisburg, PA 17120  
Phone: (717) 787-3391  
<https://www.attorneygeneral.gov/contact/>

**South Carolina:**

Attorney General Alan Wilson  
The Honorable Alan Wilson  
P.O. Box 11549  
Columbia, S.C. 29211  
Phone: 1-803-734-3970  
<https://www.scag.gov/about-the-office/contact-us/>

**South Dakota:**

Attorney General Marty Jackley  
Office of the Attorney General  
1302 E Hwy 14  
Suite 1  
Pierre, SD 57501-8501  
Phone: (605) 773-3215  
Fax: (605) 773-4106  
<https://atg.sd.gov/Contact.aspx#gsc.tab=0>

**Tennessee:**

Attorney General Jonathan Skrmetti  
Office of the Attorney General and  
Reporter  
P.O. Box 20207  
Nashville, TN 37202-0207  
Telephone: (615) 741-3491  
Fax: (615) 741-2009  
<https://www.tn.gov/attorneygeneral/contact-us.html>

**Texas:**

Attorney General Ken Paxton  
Office of the Attorney General  
PO Box 12548  
Austin, TX 78711-2548  
Phone: (512) 463-2100  
<https://www.texasattorneygeneral.gov/contact-us-online-form>

**Utah:**

Attorney General Sean D. Reyes  
Office of the Attorney General  
Utah State Capitol Complex  
350 North State Street Suite 230  
SLC UT 84114-2320  
Phone: 1-801-366-0260  
Email: [uag@agutah.gov](mailto:uag@agutah.gov)  
<https://attorneygeneral.utah.gov/contact/>

**Vermont:**

Attorney General Charity R. Clark  
Vermont Attorney General's Office  
109 State Street,  
Montpelier, VT 05609  
Phone (802) 828-3171  
Email: [ago.info@vermont.gov](mailto:ago.info@vermont.gov)  
<https://ago.vermont.gov/contact-form>

**Virginia:**

Attorney General Jason S. Miyares  
Office of the Attorney General  
202 North Ninth Street  
Richmond, Virginia 23219  
Phone: (804) 786-2071  
<https://www.oag.state.va.us/contact-us/contact-info>

**Washington:**

Attorney General Bob Ferguson  
Washington Attorney General's Office  
1125 Washington Street SE  
PO Box 40100  
Olympia, WA 98504-0100  
Phone: (360) 753-6200  
Email: [ago.info.help@nebraska.gov](mailto:ago.info.help@nebraska.gov)  
<https://fortress.wa.gov/atg/formhandler/ago/ContactForm.aspx>

**West Virginia:**

Attorney General Patrick Morrisey  
State Capitol Complex, Bldg. 1, Rm E-26  
1900 Kanawha Blvd. E  
Charleston, WV 25305  
Phone: 304-558-2021  
Fax: 304-558-0140  
<https://ago.wv.gov/Pages/Contact.aspx>

**Wyoming:**

Attorney General Bridget Hill  
Nebraska Attorney General's Office  
109 State Capital  
200 W. 24th Street  
Cheyenne, WY 82002  
Phone: (307) 777-7841  
Fax: (307) 777-6869  
<https://attorneygeneral.wyo.gov/contact-us>

