**SECURITY BREACH NOTIFICATION**

[Customer First Name] [Customer Last Name]

[Address 1]

[Address 2]

[City, State, Zip]

**NOTICE OF DATA BREACH**

Dear [Customer First Name] [Customer Last Name],

We are writing to inform you of a recent security incident involving your personal information. Protecting your data is our highest priority, and we sincerely regret any inconvenience this incident may cause.

**What Happened?**

On [insert date of discovery], we were informed of unauthorized access to the City of Eau Claire's database. The investigation revealed a security flaw in Microsoft SQL Server 2016 (Version 13.0, released June 1, 2016), which allowed malicious actors to access sensitive information. The breach has been contained, and no further unauthorized access is possible.

**What Information Was Involved?**

The information affected by this breach includes your:

First and last name

Social Security number

Credit card information

**What Are We Doing?**

Upon discovery of the breach, we immediately secured the database to prevent further access. Our IT department is working with Microsoft to upgrade all internal systems to the latest versions and ensure future vulnerabilities are avoided. Additionally, we have reported this breach to relevant authorities and are providing resources to help you mitigate potential risks.

**What You Can Do?**

We recommend the following steps to protect yourself from potential identity theft:

Monitor your credit reports: Obtain a free credit report from www.annualcreditreport.com or call 1-877-322-8228.

Place a fraud alert: Contact one of the major credit bureaus (Equifax, Experian, or TransUnion) to request a fraud alert on your file.

Freeze your credit: Consider placing a security freeze on your credit to prevent new accounts from being opened without your authorization.

Watch for phishing attempts: Be cautious of emails or phone calls requesting personal information. The City of Eau Claire will never ask for your Social Security number or credit card information over the phone or via email.

**For More Information**

If you have additional questions or need further assistance, please contact our IT Helpdesk at Helpdesk@eauclairewi.gov or call us at (715) 839-3891. Our support team is available weekdays from 10 AM to 5 PM.

For additional resources on protecting your information, please refer to the Federal Trade Commission’s guide, Data Breach Response: A Guide for Business located here:

<https://www.ftc.gov/business-guidance/resources/data-breach-response-guide-business>

We deeply regret this incident and are committed to ensuring your information remains secure.

Sincerely,

[Your Name]

Data Analytics Department

City of Eau Claire, WI