# DATA BREACH NOTIFICATION

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# NOTICE OF DATA BREACH

Dear Customer,

We are writing to you because of an incident that has affected your personal information.

# What Happened?

We were informed on 4/23/2024 that there was unauthorized access to our database containing customer information due to a security flaw in the Microsoft Data Base.

# What Information Was Involved?

The information that may have been compromised includes First name, Last name, Social Security number, and Credit Card information.

# What Are We Doing?

Our platform provider is taking this matter very seriously and is conducting a thorough investigation into the incident. We have also taken immediate steps to enhance the security of our systems and locked down the database so that no further damage can occur.

# What You Can Do?

To protect yourself from the possibility of identity theft, we recommend the following steps:

1. Monitor your financial accounts and statements regularly for any suspicious activity.
2. Consider placing a fraud alert or security freeze on your credit report.
3. Change your passwords for any accounts associated with our platform, especially if you use the same password elsewhere.
4. Be cautious of any unsolicited communications or requests for personal information.

# For More Information

If there is anything else that we can do to assist you, please call (715) 839-3891 weekdays between the hours of 10am and 5pm.

**Additional Information**

See [Data Breach Response: A Guide for Business | Federal Trade Commission (ftc.gov)](https://www.ftc.gov/business-guidance/resources/data-breach-response-guide-business) for additional hints to provide information on how to protect yourself from identity theft and steps to take if you believe you are a victim of identity theft.

Please contact [Helpdesk@eauclairewi.gov](mailto:Helpdesk@eauclairewi.gov) for additional information.

Sincerely, City of Eau Claire