



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

Christopher J. DiLenno
Office: (267) 930-4775
Fax: (267) 930-4771
Email: cdilenno@mullen.law

426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

January 16, 2024

VIA E-MAIL

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
E-mail: idtheft@oag.state.md.us

Re: Notice of Data Event

To Whom It May Concern:

We represent Seattle Housing Authority (“SHA”) located at 101 Elliott Ave W, Suite 100, PO Box 79015, Seattle WA 98119, and are writing to notify your office of an incident that may affect the security of certain personal information relating to one (1) Maryland resident. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, SHA does not waive any rights or defenses regarding the applicability of Maryland law, the applicability of the Maryland data event notification statute, or personal jurisdiction.

Nature of the Data Event

On October 5, 2023, SHA became aware that certain computer servers and systems in its environment showed signs of suspicious activity. SHA immediately took steps to secure its systems and launched an investigation with the assistance of cyber incident response specialists to determine the full nature and scope of the event. SHA also reported the event to federal law enforcement. Though the investigation is still ongoing, SHA determined that an unknown actor accessed its systems between August 9, 2023 and October 6, 2023, and took or viewed certain files. SHA reviewed the affected files to identify whether personal information was contained therein and to whom that information related. On November 9, 2023, we confirmed that information relating to tenants in the systems may have been impacted by this event.

The information that could have been subject to unauthorized access includes name, address, and Social Security number.

Notice to Maryland Resident

On or about January 16, 2024, SHA provided written notice of this incident to one (1) Maryland resident. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon discovering the event, SHA moved quickly to investigate and respond to the incident, assess the security of SHA systems, and identify potentially affected individuals. Further, SHA notified federal law enforcement regarding the event. SHA is also working to implement additional safeguards and training to its employees. SHA is providing access to credit monitoring services for two (2) years, through Transunion, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, SHA is providing impacted individuals with guidance on how to protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. SHA is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

SHA is providing written notice of this incident to relevant state regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4775.

Very truly yours,

Christopher J. DiIenno of
MULLEN COUGHLIN LLC

CJD/crm
Enclosure

EXHIBIT A

Seattle Housing Authority
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



January 16, 2024

Notice of Security Incident

Dear

The Seattle Housing Authority (“SHA”) writes to notify you of a recent incident that may have impacted the privacy of some of your information. While we are unaware of any misuse of your information, we are providing you with information about the event, our response, and steps you may take to better protect against the possibility of identity theft, should you feel it is appropriate to do so.

What Happened?

On October 5, 2023, we became aware that certain computer servers and systems in our environment showed signs of suspicious activity. We immediately took steps to secure our systems and launched an investigation with the assistance of cyber incident response specialists to determine the full nature and scope of the event. We also reported the event to federal law enforcement. Though our investigation is still ongoing, we determined that an unknown actor accessed our systems between August 9, 2023 and October 6, 2023, and took or viewed certain files. We reviewed the affected files to identify whether personal information was contained therein and to whom that information related. On November 9, 2023, we confirmed that information relating to tenants in the systems may have been impacted by this event, including yours.

What Information Was Involved?

While we currently have no evidence that any information has been used to commit identity theft, the investigation determined the following types of your information may have been present in the impacted environment: name, address and Social Security number. This does not mean the data will be used or that identity theft has occurred, but we are notifying you in an abundance of caution.

What We Are Doing.

Upon learning of the event, we immediately took steps to secure our systems and conducted an investigation to confirm the nature and scope of the activity and determine who may be affected. Additionally, while we have safeguards in place to protect data in our care, we have taken steps to further enhance these protections and continue to monitor these safeguards as part of our ongoing commitment to data security.

As an added precaution, we are also offering you **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for twenty-four (24) months from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in the event you become a victim of fraud.

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These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services. Enrollment instructions are enclosed with this letter.

What You Can Do.

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your credit reports for suspicious activity and to detect errors. Please review the enclosed *Steps You Can Take to Help Protect Your Personal Information* for useful information on what you can do to protect against possible misuse of your information in addition to enrolling in the free credit monitoring services we are providing for you.

For More Information.

If you have questions on the enclosed information or credit monitoring services offered by SHA you may call TransUnion, the data incident support company we have contracted. You can reach them toll free at 1-833-437-8321 Monday through Friday, 5:00 a.m. to 5:00 p.m. Pacific Time, excluding U.S. holidays. You may also write to Seattle Housing Authority, 101 Elliott Ave W, Suite 100, PO Box 79015, Seattle, WA 98119

Sincerely,

The Seattle Housing Authority

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/sha> and follow the instructions provided. When prompted please provide the following unique code to receive services:

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.



Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.



Important! When you are conducting official business with Seattle Housing Authority, it is important that you understand every document we hand to you or mail to you. If you need to have a document read to you in your own language, tell us so. Call the telephone number at the top of this sheet or send an e-mail message to the address provided. We will make every effort to locate someone to read the document to you.



Call Center phone
number 1-833-892-
4287



Amharic

አማርኛ

አስፈላጊ! ከሲያትል ሙኖሪያ ቤተኛ ባለሥልጣን ጋር በይፋ የሥራ ጉዳይ በሚያስፈርሱ ጊዜ የምንሰጥዎትን ወይም የምንፈልጋቸውን ማግኛውንም ለእድሜዎ አስፈላጊ ነው። ለዚህ በቋንቋዎ አንዳቸውን የሚያስፈልገዎት ከሆነ ይገነዘቡ። በዚህ ገጽ መጀመሪያ ላይ ያለውን ስልክ ቁጥር ይደውሉ ወይም በተሰጠው አድራሻ የኢሜይል መልዕክት ይላኩ። ለዚህ የሚያስፈልገዎትን ሰው ለማግኘት ማግኛውንም ብረት እናደርጋለን።

Arabic

العربية

هام جداً، عندما تجري أعمالاً رسمية مع Seattle Housing Authority (سلطة الإسكان بمدينة سياتل)، فمن المهم جداً أن تفهم معنى كل وثيقة تتسلمها تسليم اليد أو ترسل إليك بالبريد من قبل موظفي السلطة. إن كنت تتطلب أن يقوم أحد بقراءة وثيقة ما لك ويفهمك فحواها بلغتك الأم، فقم بإعلام أحد موظفي السلطة بذلك. اتصل برقم الهاتف الموجود في أعلى هذه الصفحة أو أرسل إلينا رسالة بالبريد الإلكتروني إلى العنوان المعطى. سنبدل قصارى جهودنا لإيجاد من يقوم بقراءة الوثيقة لك.

Cambodian

ខ្មែរ

សំខាន់! នៅពេលអ្នកបានដឹកនាំពាណិជ្ជកម្មជាផ្លូវការជាមួយនឹងអាជ្ញាធររស់នៅផ្ទះក្នុង Seattle, គឺជាការសំខាន់ដែលអ្នកយល់ដឹងនូវគ្រប់ឯកសារទាំងអស់ដែលយើងបានផ្តល់ដល់អ្នកឬធ្វើដល់អ្នក។ បើអ្នកត្រូវការឲ្យមានអ្នកអានឯកសារជាភាសាកំណើតរបស់អ្នក ឬនិយាយប្រាប់យើង។ ឬ ទូរស័ព្ទលេខនៅខាងលើនៃក្រដាសនេះ ឬផ្ញើសារតាមអ៊ីមែលទៅតាមអាសយដ្ឋានដែលបានផ្តល់ជូន។ យើងនឹងខិតខំធ្វើគ្រប់មធ្យោបាយដើម្បីរកជនណាម្នាក់អានឯកសារជូនអ្នក។

Chinese

(中文)

重要須知! 當你與西雅圖房管局交涉處理公事時，你必須理解我們交給你或郵寄給你的每一份文件，這是非常重要的。如果你需要有人將某份文件口譯給你聽，告訴我們。請致電本頁頂部上的電話號碼，或發電子郵件到所提供的郵址。我們將盡一切努力找人將該文件口譯給你聽。

Farsi

فارسی

هم: موقعی که شما با اداره مسکن سیاتل در تماس میباشید مهم میباشد که ما تمام مدارکی را که ما به شما میفرستیم و یا میدهیم را درک کنید. اگر لازم میباشد که یک فرم را به شما در زبانتان خوانده شود به ما نویسد. به شماره تلفنی که در گوشه این نامه میباشد تلفن کنید و یا یک ای میل ادرسی که لیست شده است بفرستید. ما سعیمان را خواهیم کرد تا کسی را که شما را درک کند به شما در زبانتان بخواند.

Hmong

Moob

Tseemceeb heev! Rua thaus kws koj muaj kev sis thaam nrug rua Seattle Housing Authority, nwg tseemceeb heev kws koj yuav tsum totaub txhua yaam ntaubntawv kws peb muab rua koj los xaa tuaj rua koj. Yog koj xaav kuas muab tej ntaubntawv nuav twm rua koj noog ntawm koj yaam lug, tes qha rua peb. Hu rua tug xuvtooj kws nyob rua sau dlaim ntawv nuav los xaa lug huv e-mail rua qhov chaw kws tau muab tuaj nuav. Peb yuav ua txhua yaam kuas nrhav tau ib tug kws txawj twm tej ntaubntawv nuav rua koj.

Korean

한국어

주요! 귀하는 시애틀 주택공급 당국과 공식적인 업무를 진행할 시, 저희가 전달하거나 우송하는 모든 서류를 이해하시는 것이 중요합니다. 서류를 귀하의 모국어로 읽어 주길 원하실 경우, 저희에게 알려 주시기 바랍니다. 이 통지서 윗부분에 있는 전화번호로 전화하시거나 제공된 이메일 주소로 알려 주시기 바랍니다. 저희는 귀하의 모국어로 서류를 낭독해 드리도록 최선의 노력을 다할 것입니다.

Laotian

ພາສາລາວ

ສຳຄັນ! ເມື່ອທ່ານຕິດຕໍ່ວຽກງານທາງການນຳທ້ອງຖານເຮືອນຫລວງ Seattle Housing Authority, ມັນສຳຄັນທີ່ທ່ານຈະເຂົ້າໃຈໃນທຸກໆເລກສານທີ່ພວກເຮົາຍື່ນໃຫ້ທ່ານ ຫລື ສົ່ງໄປຫາທ່ານ. ຖ້າຫາກ: ທ່ານຕ້ອງການທີ່ຈະໃຫ້ເລກສານຖືກອ່ານໃຫ້ທ່ານຝັງໃນພາສາຂອງທ່ານເອງ, ຈົ່ງບອກໃຫ້ພວກເຮົາຊາບ. ໂທຮະສັບໄປຫາເລກຢູ່ຂ້າງເທິງຂອງເຈ້ີໃບນີ້ຫລື ສົ່ງຂ່າວໄປທາງອີເມວລ໌ໄປຫາທີ່ຢູ່ທີ່ຖືກເອົາໃຫ້. ພວກເຮົາຈະພະຍາຍາມສຸດຂີດໃຈ ຂະນວນທາງຄົນໃດຄົນນຶ່ງເພື່ອຈະອ່ານເລກສານໃຫ້ທ່ານຝັງ.



Important! When you are conducting official business with Seattle Housing Authority, it is important that you understand every document we hand to you or mail to you. If you need to have a document read to you in your own language, tell us so. Call the telephone number at the top of this sheet or send an e-mail message to the address provided. We will make every effort to locate someone to read the document to you.



**Call Center phone
number 1-833-892-
4287**

Oromo

Barbbaachisa! Bulchinssa Maneen Seattle Wajjiin yo dalaga ofishala adeemsifttan unkkann isnit kenninuuf postta isint ergginu hundduma isinii galuun baayye barbbaachissa. Unkka akka afaan keessaniin isni dubbifnuu yo barbbaaddan nut hima. Lakkofssa bilbila jalaqaba xalaya kana gubba jiru bilbila ykn teesso isinii kennineen email gara boorddii erggat nuu ergga. Nama unkka isinii dubbisu barbbaaduuf ni tattaffanna.

Punjabi

ਜ਼ਰੂਰੀ! ਜਦ ਤੁਸੀਂ ਸੀਐਟਲ ਹਾਊਸਿੰਗ ਦੇ ਕਰਮਚਾਰੀਆਂ ਨਾਲ ਮਨਜ਼ੂਰ ਸ਼ਬਦ ਬਿਜਨੈਸ ਕਰ ਰਹੇ ਹੋ, ਤਾਂ ਇਹ ਜ਼ਰੂਰੀ ਹੈ ਕਿ ਤੁਸੀਂ ਇਹ ਸਮਝੋ ਕਿ ਹਰ ਕਾਗਜ਼ ਜੋ ਵੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਦਿੰਦੇ ਹਾਂ ਜਾਂ ਡਾਕ ਵਿਚ ਭੇਜਦੇ ਹਾਂ, ਉਸ ਨੂੰ ਪੂਰਾ ਸਮਝਣ ਲੋੜ ਹੈ। ਜੇਕਰ ਉਹ ਕਾਗਜ਼ਾਤ ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਪੜ੍ਹਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਨੂੰ ਦੱਸੋ। ਇਸ ਸਫੇ ਦੇ ਉਪਰ ਜੋ ਫੋਨ ਨੰਬਰ ਲਿਖਿਆ ਹੈ, ਉਸ ਨੰਬਰ ਤੇ ਸਾਨੂੰ ਫੋਨ ਕਰੋ ਜਾਂ ਸਾਨੂੰ ਉਪਰ ਲਿਖੇ ਐਡਰੈਸ ਤੇ ਈ ਮੇਲ ਵੀ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਅਸੀਂ ਆਪਣੀ ਪੂਰੀ ਕੋਸ਼ਿਸ਼ ਕਰਾਂਗੇ ਕਿ ਕੋਈ ਐਸਾ ਵਿਅਕਤੀ ਲੱਭੀਏ ਜੋ ਤੁਹਾਨੂੰ ਉਹ ਕਾਗਜ਼ਾਤ ਪੜ੍ਹ ਕੇ ਸੁਣਾਵੇ।

ਪੰਜਾਬੀ

Russian

Важно! Если вы ведете официальное дело с Жилищным управлением Сие́тла, важно, чтобы каждый документ, который мы вам выдали или прислали по почте, был вам понятен. Если требуется, чтобы вам прочли документ на вашем родном языке, сообщите нам об этом. Позвоните по телефону, указанному вверху этой страницы, или пошлите эл. сообщение по предоставленному адресу. Мы приложим все усилия, чтобы найти человека, который прочтет вам документ.

Русский

Somali

Muhiim! Markaad qabanayso shaqo rasmi ah oo ay leedahay Xafiiska Guryaha "Seattle Housing Authority", waxa muhiim ah inaad fahamto dhokomenta kasta oo lagu dhiibo ama lagu soo diro. Haddii aad u baahan tahay in dhokomenta laguugu akhriyo afkaaga, noo sheeg. Wac lambarka xaashidan korkeeda ku qoran ama fariin email ah u soo dir cinwaanka lagu siiyey. Waxaan samayn doonaa dedaal kasta oo aanu kuugu raadino qof kuu akhriya dhokomentigaas.

Spanish

¡Importante! Cuando usted esté llevando a cabo negocios oficiales con Seattle Housing Authority, es muy importante que entienda cada documento que le entregamos en persona o le enviamos por correo. Si usted necesita que se le lea un documento en su propio idioma, háganos saber. Llame al número de teléfono en la parte superior de esta página o envíenos un mensaje por correo electrónico a la dirección proporcionada. Haremos todo esfuerzo por encontrar a alguien que pueda leerle este documento.

Español

Tagalog

Mahalaga! Kapag mayroon kayong opisyal na sadya sa Seattle Housing Authority, mahalaga na naiintindihan ninyo ang lahat ng mga dokumentong ibibigay o ipapadala namin sa inyo. Sabihin ninyo sa amin kung kailangan ninyong ibasa sa inyo ang dokumento sa inyong sariling wika. Tumawag sa teleponong nakalista sa itaas ng pilyegong ito o magpadala ng email sa ibinigay na email address. Gagawin namin ang lahat upang humanap ng taong babasa sa inyo ng dokumento.

Tigrigna

ኣገዳሲ/ምስ ኣባይቲ በዓልስልጣን ሲኖትል ወግዓዊ ዋኒን ከተካይዱ ኢኻከለኹም፡ እቲ ንህበኩም ወይ ንሰደልኩም ዶኩመንት ክትርድእዎ ኣገዳሲ እዩ። እቲ ዶኩመንት ብቋንቋኹም ክንበበልኩም ትደልዩ እንተደኣ ኮይንኩም ንገሩና። ኣብዚ ላዕሊ ናይዚ ወረቓት ተጻሒፉ ዘሎ ቁጽሪ ተለፎን ክትድወሉ ወይ ከኣ ኣብዚ ተዋሂቡኩም ዘሎ ኣድራሲ-መይል ክትሰዱልና ትኽእሉ ኢኹም። ዶኩመንት ዘንብበልኩ ሰብ ንምርካብ ዝከኣልና ጸዕሪ ክንገብር ኢና።

ትግርኛ

Vietnamese

Điều Quan Trọng! Khi quý vị tiến hành công việc chính thức với Cơ Quan Phụ Trách Gia Cư Seattle, điều quan trọng là quý vị hiểuA được mọi tài liệu mà chúng tôi trao hoặc gửi đến quý vị. Nếu quý vị cần người đọc tài liệu cho quý vị bằng ngôn ngữ của quý vị, xin nói cho chúng tôi biết. Xin gọi số điện thoại ở phần đầu của trang này hoặc gửi điện thư đến địa chỉ được cung cấp. Chúng tôi sẽ tạo mọi nỗ lực để tìm người đọc tài liệu đó cho quý vị.

Tiếng Việt

