



C/O ID Experts
PO Box 6336
Portland, OR 97228-6336

December 16, 2016

Notice of Limited Release of Protected Information

This letter is to inform you that on November 18, 2016, the Forsyth County Tax Commissioner's Office became aware of an inadvertent release of certain property tax-related information which contained the social security numbers of some county property owners. Upon such notification, our Office immediately commenced a thorough investigation. You are receiving this letter first to inform you that your social security number was among those included in this inadvertent release, second to provide detail concerning this incident, and last to inform you of measures we are offering to ensure the safety of your information and protection of your privacy.

What Information Was Involved

It has been determined that a data file containing social security numbers was erroneously made available via a password-protected FTP (File Transfer Protocol) web portal. The accidental release of this information was not due to any form of hack, cyber-attack or other malicious activity and Forsyth County's data systems have in no manner been compromised.

Steps We Have Taken

The matter was brought to our attention by one of two parties who had access to, and subsequently downloaded, the information via an authorized password-protected download used for purposes of retrieving other non-confidential requested tax data pertaining to the county's tax digest. Once we were notified that a downloaded file contained social security numbers, the FTP portal was immediately shut down and the file which contained the confidential (social security number) information was removed.

Our Office has received documented confirmation from each of the two parties who completed a download of the file that neither has used the social security number information. Both parties have also confirmed that neither wanted nor has use for social security number information and acquiring such information was in no way their intention when accessing the county's FTP portal. Of the two parties who completed a download of the file, one [without knowing social security information was in the file] retransmitted the information to three business affiliates, each of which has now confirmed having deleted the file.

Since becoming aware of this issue on November 18, my Office and a team of county Administration, Risk Management, and Information Technology staff have worked diligently to assess the situation and ensure your information is protected. This includes immediately communicating with the two parties that downloaded the file, confirming measures they have taken to protect and safeguard the file, striving to ensure containment of the file and its contents, and otherwise working with data security experts and legal counsel to ensure all necessary steps and measures are taken to safeguard your privacy and identity.

What We Are Offering

My Office, and Forsyth County government as a whole, remain dedicated to ensuring the security of taxpayers' sensitive information. We very much regret this inadvertent lapse and have employed every measure to ensure this limited release of information has been contained, and continue to undertake all measures to ensure the integrity and safety of citizens' private and personal information.

Toward this end, we are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. This service includes: 12 months of credit monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and fully managed ID theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

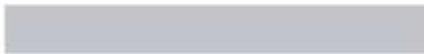
What You Can Do

I encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 844-256-8540 or going to www.myidcare.com/forsythcountyga and using the Access Code provided below. MyIDCare experts are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is March 20, 2017.

Again, at this time, there is no evidence that your information has been misused. However, I encourage you to take full advantage of this service offering. MyIDCare representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information. Should we need to contact you in the future, updated information will be provided at www.myidcare.com/forsythcountyga.

For More Information

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the following access code when calling or enrolling on the website, so please do not discard this letter.



Please call (toll free) 1-844-256-8540 or go to www.myidcare.com/forsythcountyga for assistance or for any additional questions you may have.

Sincerely,

Matthew C. Ledbetter
Forsyth County Tax Commissioner

(Enclosure)

