

# NOTICE TO CLIENTS RE THEFT OF COMPUTER EQUIPMENT

[Date]

## IMPORTANT NOTICE TO ALL CLIENTS

RE: THEFT OF COMPUTER EQUIPMENT AND POSSIBLE BREACH OF INFORMATION

Dear Clients:

The purpose of this letter is to inform you that [describe event, such as: two of our laptops were stolen recently]. The theft has been reported to the authorities, our property management staff, our insurance carrier, and the three major U.S. credit bureaus.

Like many law offices, we maintain information on our computer system, including our laptops. The information we store electronically includes financial data and client records. Our standard practice is to protect all electronic information by [describe your standard practice, such as password protection]. Despite these measures, there is a risk that your confidential information, including your social security number or financial account information, may have been compromised. We deeply regret any inconvenience this event may cause you.

You have the right to request that credit reporting agencies place “security freezes” or “fraud alerts” in your credit file. **Enclosed is important information from the Oregon Department of Justice explaining your rights as a potential victim of identity theft.** More information is available on the Federal Trade Commission’s identity theft web site at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). Because this is a serious incident, we strongly encourage you to take preventative measures now to help prevent and detect any misuse of your information.

As a first step, we recommend you closely monitor your financial accounts and, if you see any unauthorized activity, promptly contact your financial institution.

You also may want to consider requesting a free credit report from each of the three companies. To order your free credit report, contact the Annual Credit Report Request Service:

Annual Credit Report Request Service  
PO Box 105283  
Atlanta, GA 30348-5283  
[www.annualcreditreport.com](http://www.annualcreditreport.com)  
Telephone: 1-877-322-8228

AnnualCreditReport.com is the official clearinghouse to help consumers obtain their free credit report from each of the nationwide credit reporting agencies.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. A victim’s personal information is sometimes held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot

problems and address them quickly.

To protect yourself from the possibility of identity theft, Oregon law allows you to place a security freeze on your credit files. By placing a freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. To place a security freeze on your credit, you must contact each credit reporting agency individually by mail. For more information, please refer to the enclosed information from the Oregon Department of Justice. For detailed procedures, go to the Oregon Department of Consumer and Business Services at [http://www.dfcs.oregon.gov/id\\_theft.html](http://www.dfcs.oregon.gov/id_theft.html) and click on How to Obtain a Security Freeze.

**[Optional:** If you decide to freeze your credit as a precaution and do not qualify for a free security freeze, our firm will cover the costs involved in placing the freeze with each credit agency. Any charge incurred to lift or remove a freeze will be the individual client's responsibility. Please contact (specify name) at (specify method of contact) for more information.]

**[[Optional:** To protect you we have retained [name of identity theft company], a specialist in identity theft protection, to provide you with [specify years] year(s) of protection and restoration services, free of charge. You can enroll in the program by following the enclosed directions. Please keep this information. You will need the personal access code it contains in order to register for services. The service package that we have arranged provides these protections for you: [List specific services the client will receive].

While electronic information was lost as a result of this incident, please be assured that no paper files or documents were taken. Your client file is safe. Our standard procedure is to store client files in locked filing cabinets. Nevertheless, we are reviewing all our security measures to determine if improvements can be made.

**Specify how clients should contact you with questions:**

**[Option 1:** We are sending this letter to all clients affected by this loss. Due to the number of clients involved, please understand that it may be difficult for us to respond by phone to individual inquiries about the [event]. Please forward any questions you have in writing to [specify person and postal mail or e-mail address] and we will respond at the earliest possible opportunity. We regret having to inform you of this incident and we apologize for any inconvenience to you.]

**[Option 2:** If you have further questions or concerns, contact us at this special telephone number: [specify number]. You can also check our Web site at [www.ourwebsite.org](http://www.ourwebsite.org) for updated information. We apologize for any distress this situation has caused you. We are ready to assist you in any way.}

Sincerely,  
[Attorney]

ENC.: Oregon Department of Justice: Credit and Identity Theft (Available at: <http://www.doj.state.or.us/finfraud/idtheft.shtml>)

Directions for Enrolling in Identity Theft Protection Service (if offered)

**NOTE:** Visit the Oregon Division of Finance and Corporate Securities (DFCS) Web site, [http://www.dfcs.oregon.gov/id\\_theft.html](http://www.dfcs.oregon.gov/id_theft.html). The DFCS is responsible for enforcement of the Oregon Identity Theft Protection Act. Click on Tools for Businesses for more information on:

- Protecting Social Security Numbers
- Data Breach Notification Requirements
- Sample Notification Letter
- Protecting Data
- Frequently Asked Questions
- Additional Resources
- Publication: *Protecting Your Personal Information – A Business Guide*