



Oregon

John A. Kitzhaber MD, Governor

Employment Department

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Salem, Oregon 97311

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TTY-TDD 711

www.WorkingInOregon.org

October 14, 2014

(Name)

(address)

(City, State, Zip)



Dear Customer,

The Oregon Employment Department (OED) is contacting you because we have learned of a security vulnerability that involves some of your personal information. Recently, the WorkSource Oregon Management Information System (WOMIS), where people who registered with WorkSource Oregon go to find a job, was the target of an attempt to gain personal information. Our records show that your information may have been compromised.

OED has no evidence at this time that your information has been used. Although the risk of your personal information being used is very small, we have enclosed a list of recommended steps to take. The Oregon Employment Department is offering you one free year of credit monitoring and resolution services. We have contracted with **ID Experts®** to provide this service, which includes the following:

- Free credit monitoring for 12 months through TransUnion
- ID Theft resolution should you happen to fall victim as a result of the situation
- Access to exclusive educational information on the ID Experts Member website
- An insurance reimbursement component of up to \$20,000 for any expenses incurred if your personal information is used fraudulently

To enroll with ID Experts you must follow the recommended steps (see back of letter) and enroll by Monday, November 24th. You may reach **ID Experts®** toll-free at 1-877-853-2477. We sincerely regret any inconvenience or concern that this matter may have caused you.

As security breaches are unfortunately becoming more common both in the public and private sectors, experts advise that it is also good practice to regularly change security questions for other accounts outside of the WOMIS system

Please be aware that the vulnerabilities in this database have been corrected and the programs have been carefully scanned for any remaining problems. No further issues were discovered. Please continue to engage with WorkSource if you are still searching for a job. Concerned WorkSource customers may contact OED's toll-free hotline at 1-877-643-4322.

Sincerely,

Lisa Nisenfeld

Director

Oregon Employment Department

Recommended Steps

By immediately taking the following simple steps, you can help prevent your information from being misused.

(1) Change your password, security questions and answers in WOMIS. On your computer:

- Go to www.Employment.Oregon.gov
- Under Featured Links on the right-hand menu, click on iMatchSkills
- Click on "Job Seekers Click Here" (this takes you to the WOMIS login screen)
- From the "Login" screen, enter your username and password, or select the "Forgot your username or password?" link
- Follow the prompts and enter the required information to successfully change your password, security questions and answers
- *Please note:* After completing this process you may be automatically directed to the "Registration – Welcome Back" screen. If you do not want to register for services from WorkSource Oregon, select the "Exit" button located on the lower right-hand corner of the screen.

If you had exited the system previously, when you login you will automatically be re-routed to re-register in the system. Once you have re-registered, you can click on "change my password" to change your password and security questions.

(2) Enroll with ID Experts by calling 1-877-853-2477.

The monitoring is good for 12 months (paid for by the Oregon Employment Department). Once activated, you will be notified within 24 hours of any changes to your credit report, alerting you to potentially fraudulent activity such as new accounts or inquiries.

(3) Monitor Credit Activity - You can receive free credit reports by placing fraud alerts. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting agencies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items, notify ID Experts immediately by calling or by visiting their Member website and filing a theft report. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate who will work on your behalf to identify, stop, and reverse the damage quickly.

(4) Place Fraud Alerts *after* you have activated your credit monitoring. You can place a fraud alert at one of the three major credit bureaus via the web, or by phone. This will prevent someone from opening new accounts in your name. The phone numbers and web addresses for the three bureaus are:

- Experian: 1-888-397-3742, www.experian.com
- TransUnionCorp: 1-800-680-7289, www.transunion.com
- Equifax: 1-800-525-6285, www.equifax.com

It is only necessary to contact ONE of these bureaus and use ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will then be able to order all three credit reports, free of charge, for your review. If you find anything suspicious, you should immediately contact ID Experts. Please activate credit monitoring before placing fraud alerts to ensure faster and easier processing of the monitoring service.

You can obtain additional information about the steps you can take to avoid identity theft from the following:

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.consumer.gov/idtheft
(877) IDTHEFT (438-4338)
TDD: (202) 326-2502