



RICHLAND ONE
OFFICE OF THE SUPERINTENDENT

1616 Richland Street • Columbia, SC 29201
Office: (803) 231-7500 • Fax: (803) 231-7502

December 14, 2023

RECEIVED

DEC 18 2023

DEPT. OF CONSUMER
AFFAIRS

«First_Name» «Last_Name»
«Address_Line_1» «Address_Line_2»
«City», «State» «Zip_Code»

Dear «First_Name» «Last_Name»:

On November 29, 2023, we became aware that confidential information could be accessed by other employees. We inactivated the MUNIS Employee Self Service system so that the vendor, Tyler Technologies, could diagnose and fix the problem. Due to an issue with the vendor's software system, your 2016 1095-C may have been exposed to one other Richland One employee. At this time, the vendor cannot determine if anyone accessed your document. This document includes your name, address, and social security number.

Tyler Technologies has fixed the issue with the software system. We are currently working with the vendor to provide credit monitoring for one year for you if you would like this service. Further information about enrolling in this service will be forthcoming.

The Federal Trade Commission (FTC) recommends that you place a free fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Contact any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.

Equifax: equifax.com/personal/credit-report-services or 1-800-685-1111
Experian: experian.com/help or 1-888-397-3742
TransUnion: transunion.com/credit-help or 1-888-909-8872

Ask each credit bureau to send you a free credit report after it places a fraud alert on your file. Review your credit reports for accounts and inquiries you do not recognize. These can be signs of identity theft. If your personal information has been misused, visit the FTC's site at IdentityTheft.gov to report the identity theft and get recovery steps. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically so you can spot problems and address them quickly.

You may also want to consider placing a free credit freeze. A credit freeze means potential creditors cannot get your credit report. That makes it less likely that an identity thief can open new accounts in your name. To place a freeze, contact each of the major credit bureaus at the above links or phone numbers. A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it.

You can obtain information from the FTC's website, IdentityTheft.gov/databreach, about steps you can take to help protect yourself from identity theft. The steps are based on the types of information exposed in this breach. You can also contact the South Carolina Department of Consumer Affairs at (803)734-4200 or visit their website at <https://consumer.sc.gov/index.php/identity-theft-unit>.

Sincerely,

Craig Witherspoon, Ed. D.
Superintendent