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## NOTICE OF DATA BREACH

Dear Employee,

We are writing to advise you that PRIDE Community Services was recently the target of a malware attack. This data breach involved virtually all of PRIDE's electronic services and as such, your personal information may have been accessed. Although we are unaware of any actual misuse of your information, we are providing notice to you and any others who may have been affected about the incident, and about the tools you can use to protect yourself against possible identity theft or fraud.

### **What Happened?**

Although we have made and continue to make significant investments in technology and security, we discovered on Saturday, November 27, that our agency email and server had experienced an intrusion. The intruder or intruders placed malware on our server, and by doing so, may have gained access to our employee's personal and confidential information. To date, the investigation indicates that the intrusion began on Friday, November 26, 2021 and ended on Saturday, November 27, 2021.

PRIDE has notified the Federal Bureau of Investigation and State Police about the breach, and we are working with our IT Servicer to investigate the situation.

### **What Information Was Involved?**

The information the attacker had access to includes your first and last name, address, phone number, social security number, direct deposit account numbers, driver's license number, and any additional information that may have been shared via agency email. While the attackers had access to this information, we are unaware of an actual misuse of your information.

### **What Are We Doing?**

Our IT Servicer has worked to remove the malware from our system and we are actively monitoring the platform to safeguard personal information.

### **What You Can Do?**

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 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](http://Equifax.com/personal/credit-report-services) or 1-800-685-1111

Experian: [Experian.com/help](http://Experian.com/help) or 1-888-397-3742

TransUnion: [transunion.com/credit-help](http://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 don't recognize. These can be signs of identity theft. If your personal information has been misused, visit the FTC's site at [IdentityTheft.gov](http://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 links or phone numbers above. A freeze remains in place until you ask the credit bureau to temporarily lift or remove it.

We have attached information from the FTC's website, [IdentityTheft.gov/databreach](http://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.

**For More Information:**

Call 304-752-6868 or go to [www.loganpride.com](http://www.loganpride.com) to receive additional updates on this breach.

Respectfully,



Lisha Whitt  
Chief Executive Officer

Attachments: as stated

## **Free Credit Monitoring Services**

Experian

<https://www.experian.com/consumer-products/credit-monitoring.html>

CreditWise

<https://creditwise.capitalone.com/home>