

# AMC

Apartment Management Consultants, LLC

## NOTICE OF DATA SECURITY BREACH

July 5, 2017

Dear AMC Employee:

As a precautionary measure, we are writing to inform you that Apartment Management Consultants, LLC ("AMC") experienced a data security breach that may have involved your personal information.

### WHAT HAPPENED?

Between June 29 and July 3, 2017, it is believed that outside hackers accessed AMC's payroll system through the use of malware, and attempted to change the direct deposit account information for a limited number of AMC employees. Because the hacker had access to AMC payroll information, they *may* have also been able to view/access other personal information of AMC employees. However, there is not currently any evidence that the hackers did access any other information.

### WHAT INFORMATION WAS INVOLVED?

To be safe, however, if your personal information was accessed, it may include personal information such as name, address, birth date, phone number, marital status, gender, email address, emergency contacts, beneficiaries, dependents, benefit elections, pay history, bank account number, tax allowances, and social security number. Again, based on a review of the security logs, the only information that we know was accessed is the direct deposit account information of approximately 138 of AMC's nearly 2400 employees. The names of those individuals whose direct deposit account information was accessed are attached to this letter. Those identified individuals have been or will be contacted directly.

### WHAT WE ARE DOING

AMC values your privacy and deeply regrets that this incident occurred. AMC is conducting a thorough review of the potentially affected payroll system and will notify you if there are any significant developments. AMC has implemented additional security measures designed to help prevent a recurrence of such an attack and to protect the privacy of AMC's valued employees.

AMC is also working with law enforcement to ensure the incident is properly addressed.

**WHAT YOU CAN DO**

Please review the attachment to this letter (Steps You Can Take to Further Protect Your Information) for further information on steps you can take to protect your information.

**FOR MORE INFORMATION**

For further information and assistance, please contact us at (801) 566-1655 and leave us a voicemail or send an email to [datasecurityquestions@amc1lc.net](mailto:datasecurityquestions@amc1lc.net), and someone in our H/R or Legal Dept will be in touch with you shortly.

Sincerely,



---

Brenda Barrett  
President of Property Operations

## Steps You Can Take to Further Protect Your Information

- **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including your state attorney general and the Federal Trade Commission (FTC).

To file a complaint with the FTC, go to [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies.

- **Obtain and Monitor Your Credit Report**

We recommend that you obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can access the request form at <https://www.annualcreditreport.com/requestReport/requestForm.action>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax  
(800) 685-1111  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
(888) 397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 4500  
Allen, TX 75013

TransUnion  
(800) 888-4213  
[www.transunion.com](http://www.transunion.com)  
2 Baldwin Place  
P.O. Box 1000  
Chester, PA 19016

- **Consider Placing a Fraud Alert on Your Credit Report**

You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

- **Take Advantage of Additional Free Resources on Identity Theft**

We recommend that you review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit [IdentityTheft.gov](http://IdentityTheft.gov) or call 1-877-ID-THEFT (877-438-4338). A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft can be found on the FTC's website at <https://www.consumer.ftc.gov/articles/pdf-0009-taking-charge.pdf>.

Maryland residents may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.oag.state.md.us/idtheft>, or by sending an email to [idtheft@oag.statemd.us](mailto:idtheft@oag.statemd.us), or calling 410-576-6491.

North Carolina residents may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, NC 27699.

### **OTHER IMPORTANT INFORMATION**

- **Security Freeze**

In some US states, you have the right to put a security freeze on your credit file. A security freeze (also known as a credit freeze) makes it harder for someone to open a new account in your name. It is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to apply for a new credit card, cell phone, or any service that requires a credit check. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement.

# AMC

Apartment Management Consultants, LLC

July 5, 2017

Dear AMC Employee:

During that security breach of AMC's payroll system as explained in the July 5, 2017 **Notice of Data Security Breach Letter** hackers attempted to change your bank account and routing number in order to re-direct your next direct deposit. Fortunately, this attempt was discovered prior to any direct deposit payments being made and your account and routing number have been corrected.

**However, as a precautionary measure, AMC elected to not directly deposit your paycheck for the pay period ending on 7/1/17 and, instead, you will or have received a physical paycheck.**

Unfortunately, as set forth in the Notice of Data Security Breach Letter sent to all AMC employees on July 5, 2017, there is a chance that your current bank account information was obtained by the instigators of the data security breach. Additionally, it is also possible that the instigators obtained other personal information but, based on our investigation, we believe that is very unlikely. Regardless, AMC strongly urges you to carefully review the Notice of Data Security Breach Letter including the attached "Steps You Can Take to Further Protect Your Information" and to take whatever precautionary steps you deem to be appropriate.

**AMC also strongly encourages you to contact your bank immediately to alert the bank to the possibility that your bank account number and other personal information may have been disclosed, and to consider opening a new bank account for future direct deposits.**

**In order to resume direct deposit payments you will need to either re-submit your current bank account information or submit new account information. In order to avoid any delays, please either re-submit your account information or submit new account information by Tuesday, July 11, 2017. An instruction sheet explaining how to do this is attached.**

**If you re-submit your account information by the above date your next paycheck will be direct deposited into that account. If you submit new account information by the above date you will receive one more live paycheck prior to resumption of direct deposit.**

If you have any questions about this letter please call (801) 566-1655 and leave a voicemail or send an email to [datasecurityquestions@amcllc.net](mailto:datasecurityquestions@amcllc.net). If you have any questions regarding renewing or setting up your direct deposit information please contact your payroll representative as set forth in the attached instructions.

Sincerely,

A handwritten signature in cursive script, appearing to read "B. Barrett", written in black ink.

---

Brenda Barrett  
President of Property Operations

## How To Set Up a New Direct Deposit Account

1. There are two acceptable documents
  - a. Voided check
  - b. Letter from bank stating routing and account number
2. What is not an acceptable document
  - a. A deposit slip

If a voided check is provided:

1. Attach the voided check to the Direct Deposit Authorization Form included in this packet
2. Complete the "Print Name" and "Employee Signature"
3. Email the document to the appropriate state contact

If a letter from your bank is provided:

1. Complete the Direct Deposit Authorization Form included in this packet by filling out the "Print Name" and "Employee Signature" portion
2. Both the Direct Deposit Authorization Form and bank letter must be included in one attachment
3. Email the document to the appropriate state contact

### STATE CONTACTS:

Send the complete form/s to [r.ripstra@amcllc.net](mailto:r.ripstra@amcllc.net) if you are located in

Washington  
Oregon  
California  
Nevada  
Arizona

Send the complete form/s to [c.lloyd@amcllc.net](mailto:c.lloyd@amcllc.net) if you are located in

Idaho	Ohio
Montana	Georgia
Wyoming	Florida
Utah	South Carolina
Colorado	North Carolina
New Mexico	Virginia
Hawaii	DC
Kansas	Maryland
Texas	Pennsylvania
Missouri	New York
Illinois	Rhode Island

I hereby authorize AMC, LLC to send credit entries, as well as appropriate adjustments/corrections and debit entries to my account as indicated below.

**Direct Deposit Authorization – Account #1**

Complete this form and attach a voided check or a bank generated direct deposit authorization form. **NO HAND WRITTEN INFORMATION will be accepted without one of the above documents.**

Attach VOIDED check here:

*\*100% OF NET WILL BE DEPOSITED INTO THIS ACCOUNT UNLESS ACCOUNT #2 IS COMPLETED WITH A DOLLAR AMOUNT.\**

**Direct Deposit Authorization – Account #2 (Specific \$ Only - Optional)**

Complete this form and attach a voided check or a bank generated direct deposit authorization form. **NO HAND WRITTEN INFORMATION will be accepted without one of the above documents.**

Attach VOIDED check here:

DOLLAR AMOUNT TO BE DEPOSITED: \$ \_\_\_\_\_

Employee's Name (print) \_\_\_\_\_

Employee's Signature \_\_\_\_\_

This authorization will NOT be processed if any required information is omitted.