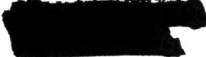




Customer Service Center  
405 6th Street  
Sioux City, Iowa 51109

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Sioux City IA 51106



Re: City of Sioux City - Data Security Incident

Dear [Redacted]:

The City of Sioux City, Iowa (the City) recently experienced an incident involving a potential data security issue within the City's Parking Ticket System and Utility Billing System online payment portal Click2Gov, which is managed and operated by a third-party vendor, and has potentially affected 3,563 accounts. You are receiving this letter because our records indicate you are included in this group. It is possible that you may receive multiple copies of this letter. If that is the case it is because you used more than one credit/debit card to make a payment in the system during the time period affected.

On December 16, 2019 the City received notice from its third-party vendor indicating that alterations to the vendor's application code could have enabled the unauthorized copying of payment card information from the City's internet browser window during certain payment transactions.

Information privacy and security are among our highest priorities, and we take this matter very seriously. Upon receiving notice of the issue, the City immediately launched an investigation to determine its full nature and scope, as well as what information may have been affected. Third-party forensic investigators were engaged, and with their assistance, it was determined that payment card information entered between August 26, 2019 and September 18, 2019, such as name, address, payment card number, expiration date, and CVV, could have been captured by a piece of malicious code that was inserted into the Click2Gov site.

The City has worked diligently to identify those individuals who may have made payments during the affected period. We also worked with the third-party vendor responsible for the payment application to ensure the security of the Click2Gov website moving forward. We took steps to confirm and further strengthen the security of our systems, including our online utilities payment portal. Additionally, as of September 18, 2019, which was prior to the discovery of the potential breach, a different third-party vendor was engaged by the City to process the City's Parking Ticket System and Utility Billing System credit card payments.

We will continue to review our security policies and procedures as part of our commitment to information security. We will work with law enforcement regarding any criminal investigation that may occur in this matter.

**In the next few days, you will be receiving a follow up letter from Epiq. This letter will provide activation codes to allow you to activate free credit monitoring through TransUnion. We encourage you to contact Epiq with any questions by calling 855-930-0684, which can be reached Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time.**

We are encouraging those affected to activate text messaging for banking transactions (if available) and to actively monitor banking transactions to identify any suspicious activity. If you have other credit-related concerns, please contact a credit bureau. The contact information for Experian, TransUnion, and Equifax is as follows:

- ▶ **Equifax: [equifax.com](http://equifax.com) or 1-800-525-6285**
- ▶ **Experian: [experian.com](http://experian.com) or 1-888-397-3742**
- ▶ **TransUnion: [transunion.com](http://transunion.com) or 1-800-680-7289**

If you suspect incidents of identity theft, contact the Sioux City Police Department at 712-279-6440, your local police department, or the attorney general of the state in which you reside.

We take the security of personal information very seriously and regret any inconvenience caused by this incident. Working to ensure that this does not happen again is one of our highest priorities.

Sincerely,

City of Sioux City  
Customer Service Center  
405 6th Street  
P.O. Box 447  
Sioux City, Iowa 51102