[Date]

**Important Notice to Clients**

**RE: Theft of Computer Equipment and Possible Breach of Information**

Dear Clients:

This letter informs you that [describe event, such as: two of our laptops were stolen recently]. The theft has been reported to the authorities, our property management staff, our insurance carrier, and [name any other entity to which you made a report], but we have not revealed your name or any information about your case.

Like many law offices, we maintain information on our computer system, including our laptops. The information we store electronically includes financial data and client records. Our standard practice is to protect all electronic information by [describe your standard practice, such as password protection]. Despite these measures, there is a risk that your confidential information, including your social security number or financial account information, may have been compromised. We deeply regret any inconvenience this event may cause you.

As a first step, we recommend you closely monitor your financial accounts and, if you see any unauthorized activity, promptly contact your financial institution.

You may also consider requesting a free credit report from each of the three credit reporting agencies, Equifax, TransUnion, and Experian or through the Annual Credit Report Request Service:

Annual Credit Report Request Service
PO Box 105281
Atlanta, GA 30348-5281

[www.annualcreditreport.com](http://www.annualcreditreport.com)

Phone: 1-877-322-8228

AnnualCreditReport.com is the official clearinghouse to help consumers obtain their free credit report from each of the nationwide credit reporting agencies.

Even if you find no suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. A victim’s personal information is sometimes held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

To protect yourself from the possibility of identity theft, consider placing a security freeze on your credit files. By placing a freeze, someone who fraudulently acquires your personal identifying information cannot use that information to open new accounts and credit lines or borrow loans in your name. To place a security freeze on your credit, you must contact each credit reporting agency individually by phone or by going to their website. The contact information is below:

* Equifax: 1-888-298-0045; <https://www.equifax.com/personal/credit-report-services/credit-freeze/>
* TransUnion: 1-888-909-8872; <https://freeze.transunion.com>
* Experian: 1 888 397 3742 – option 2; [www.experian.com/freeze](http://www.experian.com/freeze)

For guidance on how to place a security freeze, go to the Oregon Division of Financial Regulation website at <https://dfr.oregon.gov/financial/protect/Pages/place-credit-freeze.aspx>. More information is also available on the Federal Trade Commission’s identity theft website at <https://consumer.ftc.gov/features/identity-theft>. Because this is a serious incident, we strongly encourage you to take preventive measures now to help prevent and detect any misuse of your information.

[**Optional**: If you freeze your credit as a precaution and do not qualify for a free security freeze, our firm will cover the costs involved in placing the freeze with each credit agency. Any charge incurred to lift or remove a freeze will be the individual client’s responsibility. Or contact (specify name) in our office at (specify method of contact) for more information to help with this process.]

[**Optional:** To protect you, we have retained [name of identity theft company], a specialist in identity theft protection, to provide you with [specify years] year(s) of protection and restoration services, free. You can enroll in the program by following the enclosed directions.

Please keep this information. You will need the personal access code it contains to register for services. The service package we have arranged provides these protections for you: [List specific services the client will receive.]]

While electronic information was lost because of this incident, please be assured that no paper files or documents were taken. Your client file is safe. We store client files in locked filing cabinets. We are reviewing all of our security measures to determine if improvements can be made.

**Specify how clients should contact you with questions:**

[**Option 1:** We are sending this letter to all clients affected by this loss. Due to the number of clients involved, it may be difficult for us to respond by phone to individual inquiries about the [event]. Please forward questions in writing to [specify person and postal mail or email address] and we will respond at the earliest possible opportunity. We regret having to inform you of this incident and we apologize for any inconvenience to you.]

[**Option 2:** If you have further questions, contact us at this special phone number: [specify number]. You can also check our website at [specify website] for updated information. We apologize for any distress this situation has caused you. We are ready to assist you in any way.]

Sincerely,

[Attorney]

Enc.: Directions for Enrolling in Identity Theft Protection Service [if offered]

**Note:** Visit the Oregon Division of Financial Regulation (DFR) website, <http://dfr.oregon.gov/business/Pages/index.aspx>. The DFR oversees financial industries in Oregon, and offers information on business and consumer financial services. Look under Additional resources and then click Protect your data for information on safeguarding customer data and breach response and notification.

**IMPORTANT NOTICES**

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