



00001
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

June 4, 2015

Dear John Sample,

We are writing to inform you that your personal information processed by KeyPoint Government Solutions, Inc. (“KeyPoint”), a private contractor used by the U.S. Department of Homeland Security (DHS) to conduct security clearance and background investigations, may have been compromised. This potential compromise occurred as a result of an intrusion into the contractor’s computer systems that was initially discovered in September 2014.

In response, DHS immediately stopped the flow of information to the contractor and activity that the company was performing until we ensured that additional safeguards were put in place. The contractor has since implemented the required safeguards requested by DHS to prevent future incidents of this nature.

The contractor retained invoices on its network that included sensitive personally identifiable information on individuals for whom background checks had previously been completed, including your name and Social Security number. Because your information is believed to have been included in these invoice lists, we are notifying you of this possible breach out of an abundance of caution.

While we are not aware of any misuse of your information, some sensitive personal information as described above may have been compromised. Therefore, we want to inform you of the incident and encourage you to take the actions described below, including taking advantage of complimentary credit monitoring and identity theft protection services that we are offering at no cost to you.

The following identity protection services start on the date of this notice and you can use them at any time during the next 18 months.

AllClear SECURE: The team at AllClear ID is ready and standing by if you need help protecting your identity. You are automatically eligible to use this service – there is no action required on your part. If a problem arises, simply call 1-855-861-4032 and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear ID maintains an A+ rating at the Better Business Bureau.



AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-855-861-4032 using the following redemption code: Redemption Code.

Additional steps may be required by you in order to activate your phone alerts.

Please note that this credit monitoring offer is specific to the addressee of this letter only and is not available to anyone other than the individuals who received this notification. Additionally, if you are a current federal employee or contractor, we encourage you to contact your security officer if you become aware of any contacts or other activity that could raise security concerns.

We regret that this incident has occurred. Please be assured that DHS remains deeply committed to protecting the privacy and security of information and has taken appropriate actions to respond to this intrusion. Please note that DHS will not contact you to confirm any personally identifiable information. If you are contacted by anyone purporting to represent DHS and asking you for your information, do not provide it.

For more information, please visit <http://www.dhs.gov/intrusion>.

Sincerely,

Catherine V. Emerson
Chief Human Capital Officer



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1234 MAIN STREET
ANYTOWN US 12345-6789

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