

AJLA SPECIAL NOTICE

JobLink Special Notice

Arkansas JobLink has been affected by a security incident. Between 3/2/2017 and 3/14/2017, individual job seeker account information including name, date of birth, and Social Security number may have been accessed by an unauthorized user.

Additional Notice

Recently there was a security incident involving Arkansas JobLink, a.k.a. AJL, a job search system available to jobseekers through the Arkansas Department of Workforce Services. America's Job Link Alliance-Technical Support (AJLA-TS) develops and maintains the Arkansas JobLink system. The following are facts about what happened, what information was involved, and steps that have been taken to protect you.

Between 3/2/2017 and 3/14/2017 a hacker potentially accessed job seekers' personally identifiable information through Arkansas JobLink. Law enforcement was immediately notified and an independent forensic firm was retained to investigate the cause and scope of the malicious activity. This investigation revealed that by exploiting a code misconfiguration, the hacker was able to see the name, date-of-birth, and social security numbers of affected job seekers accounts.

Immediate steps were taken to eliminate this potential harm and prevent any future unauthorized access. A third-party analysis has confirmed that the code misconfiguration was identified, fixed, and is no longer a threat to Arkansas JobLink.

While there is no indication that your information has been misused in any way, we recommend you take appropriate steps to protect your identity, including:

Remaining vigilant – We encourage you to remain vigilant by reviewing your various account statements and obtaining a free credit report.

- If you discover errors or suspicious activity on your credit card account, you should immediately contact the credit card company and inform them that you have received this email. Confirm the address they have on file for you is your current address, and that all charges on the account are legitimate.

- To obtain an annual free copy of your credit reports, visit www.annualcreditreport.com or call (877) 322-8228. Review your credit reports carefully for inquiries from companies you did not contact, accounts you did not open, or debts on your accounts that you do not recognize. Also make sure to verify the accuracy of your Social Security number, address(es), complete name, and employer(s) information. If information on a report is incorrect, notify the credit bureau directly using the telephone number on the report. You can reach the credit reporting agencies at:

Equifax	Experian	TransUnion
P.O. Box 740241	P.O. Box 2104	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
(800) 685-1111	(888) 397-3742	(800) 916-8800
www.equifax.com	www.experian.com	www.transunion.com

- **Placing a fraud alert or security freeze on your credit file** – Credit bureaus have tools you can use to protect your credit, including fraud alerts and security freezes.
 - A fraud alert is a cautionary flag, which is placed on your credit file to notify lenders and others that they should take special precautions to ensure your identity before extending credit. Although this may cause some short delay if you are the one applying for credit, it might protect against someone else obtaining credit in your name. Call any one of the three credit reporting agencies at the numbers below to place fraud alerts with all three of the agencies.

Equifax	Experian	TransUnion
(888) 766-0008	(888) 397-3742	(800) 680-7289

- A security freeze is a more dramatic step that will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a security freeze in place, even you will need to take special steps when applying for credit. A security freeze may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services, **including the activation of credit monitoring services**. You must contact each credit agency separately to order a security freeze. You can obtain more information by visiting the credit bureaus at the following addresses.

Equifax	https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp
Experian	http://www.experian.com/consumer/security_freeze.html
TransUnion	http://www.transunion.com/personal-credit/credit-disputes/credit-freezes.page

- **Reporting suspicious activity** – If you believe you are the victim of fraud or identity theft, file a police report and get a copy of the report to submit to your creditors and others that may require proof of a crime to clear up your records. The report may also provide you with access to services that are free to identity theft victims.
- You may also contact the IRS Identity Protection Specialized Unit at (800) 908-4490. See identitytheft.gov/databreach for additional follow-up steps.

AJLA–TS and the Arkansas Department of Workforce Services apologize for any inconvenience and concern this incident causes you. The privacy of your personal information is of the utmost importance to us. More information is available online at <http://www.ajla.net/pressrelease.html>.