



RITA NEWS ALERT

Dear RITA Member:

We are writing to inform you of a potential data security incident that may affect you and your resident taxpayers. We value our relationship with you, and want to make sure we are handling this event in a manner that addresses any concerns you may have.

On November 10, 2015, while preparing to destroy a limited number of DVDs, used as part of our previous back-up system, we discovered that one of the DVD cases was empty and the DVD missing. We immediately began an investigation, and on November 17, 2015, determined that the missing DVD mostly likely contained backup copies of income tax documents submitted on or before June 2012. Unfortunately, these documents include taxpayers' names, addresses, Social Security numbers, and possibly date of birth. If the taxpayer included financial information with their municipal income tax document, this data may also have been contained on the DVD.

We conducted a thorough investigation to try and locate the DVD. We carefully searched our facility, and at our request, our third party off-site storage vendor searched its facility twice for the DVD, but has been unable to locate it. From our investigation, we believe the DVD was most likely destroyed in accordance with our process for unlabeled DVDs. If an unlabeled DVD is found, it is shredded and destroyed. However, out of an abundance of caution we are communicating with taxpayers about this incident and offering them credit monitoring and identity theft protection services through Experian®. Approximately 50,000 individuals, representing less than 2 percent of the tax accounts handled by RITA, will be receiving this communication which may affect your residents.

As part of RITA's continuing efforts to improve security, we implemented a more secure process for backing up this type of data. This new process was already in place before we discovered the DVD missing.

You may receive calls from your resident taxpayers about this event. To assist you with any inquiries, we have prepared frequently asked questions for your use. Additionally, a call center has been established for resident taxpayers who wish to obtain more information about this event. The number for the call center is provided in the Frequently Asked Questions section below.

We take the security of the information in our possession very seriously and want to make sure we are addressing this event in a manner that enhances your confidence in RITA. You can contact Member Services at [1-866-252-0913](tel:1-866-252-0913) for more information.

Sincerely,

Donald W. Smith
Executive Director

FREQUENTLY ASKED QUESTIONS REGIONAL INCOME TAX AGENCY

1. I received a letter from the Regional Income Tax Agency (RITA); is the information in this letter true?

Yes, the information in the letter is true. There is a toll-free number provided in the letter if you would like more information. RITA has arranged for dedicated call center agents to be available to answer your questions.

2. Do you have any information about the RITA security incident?

The best place to obtain information about this event is by visiting RITA's website at www.ritaohio.com or calling [866-940-3613](tel:866-940-3613), which is a toll-free number. Dedicated call center agents are available to answer your questions.

3. How can I obtain more information about the RITA security incident?

You can visit RITA's website at www.ritaohio.com for more information. Or you can call the toll-free number, [866-940-3613](tel:866-940-3613) and dedicated call center agents will be able to answer your questions.

Note: If the caller is very upset or concerned, please take their contact information, provide it to your member service representative, and someone from RITA will contact that individual directly. If the caller is a media representative, please have them direct their inquiry to media@ritaohio.com.

4. What is the toll-free number?

The toll-free number is [866-940-3613](tel:866-940-3613).

5. What are you doing in response to this event?

We are working with RITA to ensure that your information is secure. The missing DVD was used to back up some of RITA's systems. Even before this event occurred, RITA had already implemented a more secure process for backing up the system that no longer requires the use of DVDs.