Comptroller Combs Takes Additional Actions to Assist People Affected by Unauthorized Data Posting and to Enhance Data Security

Free Credit Monitoring Offered As of Friday Morning

Combs to Cover Cost of Identity Restoration Services

(AUSTIN) — Texas Comptroller Susan Combs today announced a series of additional actions her office is taking to address the unauthorized posting of certain personal information on one of the agency’s file transfer servers.

“I am deeply sorry this incident occurred and I take full responsibility for it,” Combs said. “This incident has affected the lives of Texans that I have dedicated my life to serving, and I am determined to restore their faith in the Comptroller’s office. That’s why we are taking additional actions to assist those who were affected and implementing new policies and procedures to help ensure this never happens again.”

The additional measures being taken to assist those affected by the incident include:

- Beginning at 7 a.m., April 29, 2011, one year of credit monitoring and Internet surveillance offered at no charge to those affected by the unauthorized posting of their personal information; and
- Identity restoration services for enrollees whose personal information is misused as a result of the data posting, paid for by Combs’ campaign fund.

As previously announced, a website (www.TXsafeguard.org) is available to provide affected people with information about protective measures they can take. A call center for affected individuals also has been established.

The additional measures being taken to help ensure that a similar incident does not happen again include:

- Installing software that will provide automatic alerts when certain sensitive personal information moves into or out of the agency;
- Adding staff and reorganizing lines of reporting to enhance information security. The agency will hire a Chief Privacy Officer who, along with the existing positions of Chief Technology Officer,
Information Security Officer and Internal Auditor, will report directly to the agency’s Deputy Comptroller;

- Providing enhanced security awareness and training for appropriate personnel;
- Implementing a new secure file transfer system that provides enhanced encryption; and
- Obtaining an information security risk assessment from one of the world’s leading information technology consulting firms.

The agency already has secured all existing personal data it maintains on its file transfer servers and has implemented around-the-clock manual monitoring of databases until the automatic alert system is installed.

The free credit monitoring service, provided through CSIIdentity, alerts subscribers to certain activity associated with their credit files, such as credit inquiries, or account openings, closings or delinquencies. Subscribers will also receive CSIIdentity’s Internet surveillance service, which monitors chat rooms and websites for personal information.

Information about the program offer is available at https://txfreecredit.csidentity.com. For confidentiality reasons, CSIIdentity requires that each affected person enroll directly through the website, rather than through the Comptroller’s office. Enrollment for free credit monitoring will be available to affected individuals during a 90-day period beginning 7 a.m., April 29, 2011, through July 27, 2011. Those who do not have online access may call toll free 1-877-219-1189 beginning April 29, 2011.

In a separate service paid for by Combs’ campaign fund, CSIIdentity will provide identity restoration services to anyone whose personal information is misused as a result of the data posting. To qualify for this offer, individuals must be enrolled in CSIIdentity’s free credit monitoring service offered to those affected. There is no indication that anyone’s personal information has been misused in connection with this incident.

Some people whose personal information was affected may have already signed up for discounted credit monitoring and identity protection services offered by several service providers through the Comptroller’s office. Those companies have cancellation and refund policies, and individuals who signed up can contact the companies if they wish to cancel.

The general toll-free number for the Texas Safeguard program is 1-855-474-2065, or people can visit www.TXsafeguard.org.

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