

APPENDIX D: Sample Breach Notice - Credit Card Number or Financial Account  
Number Only\*

*[Salutation]*

We are writing to you because of a recent security incident at *[name of agency]*.

*[Describe what happened in general terms, specifically what type of personal information was involved, and what you are doing in response].*

To help prevent unauthorized access and fraudulent activity on this account, we recommend that you immediately contact *[the credit card or financial account issuer]* and close your account. Tell them that your account may have been compromised, and ask that they report it as “closed at customer request.”

If you want to open a new account, ask your account issuer to give you a PIN or password associated with the new account. This will help control access to the account.

We have enclosed additional privacy protection recommendations, and for more information on identity theft, you should visit the Web site of the California Office of Information Security and Privacy Protection at [www.privacy.ca.gov](http://www.privacy.ca.gov)

We regret that this incident occurred and want to assure you we are reviewing and revising our procedures and practices to minimize the risk of recurrence. Should you need any further information about this incident, please contact *[name of the designated agency official or agency unit handling inquiries]* at *[toll-free phone number]*.

*[Closing]*

Enclosure *[Enclose the Security Breach - First Steps Enclosure]*

\* Additional language will be necessary if other notice triggering information was involved.