

IMPORTANT! CREDIT PROTECTION NOTICE

Florida Department of Management Services
P.O. Box 6800
Tallahassee, FL 32314



DEPARTMENT OF MANAGEMENT
SERVICES

Secretary Tom Lewis, Jr.

SAMPLE LETTER: POTENTIALLY AFFECTED EMPLOYEES

January 1, 2003 – June 30, 2004

DATE

Customer Name
Street Address
City, State ZIP

Dear [Mr./Ms.Name]:

The Department of Management Services has determined that a company working for Convergys/People First! used offshore services, almost two years ago, to electronically categorize some state employee personnel files. **Records indicate that your personnel file may have been involved.**

For more information about the offshore work and those employees who may potentially be affected, please visit <http://dms.myflorida.com/PeopleFirstSecurityUpdate>.

To date, there are no known cases of credit fraud or identity theft resulting from this work; however, the use of offshore services was inappropriate. As a precaution and service, we are offering one-year credit protection program for potentially affected employees, at no charge to you. The program generally includes the following, with the specific program benefits outlined in the registration materials to be provided by the program vendor:

- One 3-Bureau (Credit) Report when you sign up*
- Unlimited access to one bureau credit report and credit score*
- Monitoring of all three of your national credit reports everyday*
- Email or SMS text alerts when key changes (to your credit) are identified*
- \$50,000 identity theft insurance
- Access to fraud resolution representatives

** We encourage you to register with an e-mail address to receive the most comprehensive range of services. The product offered via paper or offline enrollment is less comprehensive than the online product.*

Your participation is not automatic. To request the People First! Credit Protection Program, you must:

1. Call 1-866-663-4735 prompt 5 or email PeopleFirst@dms.state.fl.us with your name, People First! identification number and current email address **no later than 5 p.m. on Friday, May 12, 2006.**
2. You will receive a REGISTRATION PACKAGE with instructions by **Friday, May 26, 2006.**
3. You must then REGISTER. You are encouraged to register immediately upon receiving your registration package. **If you do not register by 5 p.m. on Thursday, August 10, 2006, you will forfeit your opportunity to participate in the program.**
4. You will begin receiving free, credit protection services for 12 continuous months the day after you register.

Safeguarding your personal information is our highest priority. The Department of Management Services, our state agency partners and Convergys/People First! continue to work together to ensure that all state employee personal information remains secure.

For more information about the People First! Credit Protection Program or if you have any concerns about the security of your personal information, please call 1-866-663-4735 prompt 5.

Sincerely,

Tom Lewis, Jr.
Secretary, Department of Management Services