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July 7, 2026

VIA PORTAL

Nebraska Attorney General
2115 State Capitol
Lincoln, NE 68509

Dear Attorney General Hilgers,

We represent the City of Saco, Maine (the “City”) with respect to a data security incident involving the potential exposure of certain personal information described in more detail below. The City is committed to answering any questions you may have about the data security incident, the response, and steps taken to prevent a similar incident in the future.

1. Nature of security incident.

On April 28, 2026, unredacted police dispatch logs from March 16, 2026, through March 31, 2026, were inadvertently posted on the City’s website. The City discovered the error on April 30, 2026, and immediately removed the dispatch logs from its website, and began an investigation. The investigation was unable to determine whether any information was compromised, however potentially impacted individuals were notified out of an abundance of caution.

Impacted information may have included names, Social Security numbers and dates of birth.

2. Number of residents affected.

One (1) Nebraska resident was notified of the incident. The potentially impacted individual was notified on July 7, 2026. A copy of the form notification letter is enclosed as Exhibit A.

3. Steps taken in response to the incident.

Since discovering the incident, the City has retrained employees on the importance of protecting sensitive information. Additionally, letters were mailed to potentially affected individuals, which included instructions for enrolling in twelve (12) months of credit monitoring and identity protection services through TransUnion and no cost.

4. Contact information.

The City takes the security of the information in its control seriously and is committed to ensuring information within its control is protected. If you have any questions or need additional information, please do not hesitate to contact me at mventrone@clarkhill.com or (312) 360-2506.

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Sincerely,

CLARK HILL

A handwritten signature in black ink, appearing to read 'M K Ventrone', with a horizontal line extending to the right.

Melissa K. Ventrone
Member

(Enclosure)

cc: Lauren M. Williams – lmwilliams@clarkhill.com



0000049

City of Saco
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS4044



2_0000049



June 26, 2026

NOTICE OF DATA SECURITY INCIDENT

Dear 

The City of Saco, Maine (the “City”) recently experienced a data security incident that may have impacted some of your personal information. We may have your personal information if you recently interacted with the City’s police department. We take the privacy and security of your information seriously and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and the resources we are making available to help you.

What Happened?

On April 28, 2026, unredacted police dispatch logs from March 16, 2026, through March 31, 2026, were inadvertently posted on our website. We discovered the error on April 30, 2026, immediately removed the dispatch logs, and began an investigation. We are unable to determine whether any information was compromised and wanted to let you know about the incident out of an abundance of caution.

What Information Was Involved?

From our review, it appears that the dispatch logs contain your name, Social Security number and date of birth.

What We Are Doing:

We want to assure you that we are taking steps to minimize the risk of this happening in the future. We are retraining employees on the importance of protecting sensitive information. In addition, although there has been no evidence that your information was misused, we have arranged for you to receive credit monitoring and identity protection services from Cyberscout, a TransUnion company specializing in fraud assistance and remediation services at no charge to you. These services provide you with alerts for 12 months from the date of enrollment when changes occur to your credit file. This notification is sent to you on the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud.

To enroll in credit monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What You Can Do:

Again, at this time, there is no evidence that any information has been misused. However, it is always a good idea to remain vigilant and be on the lookout for evidence of identity theft or fraud, and to review your bank account and other financial statement as well as your credit reports for suspicious activity for the next 12 months. We encourage you to contact Cyberscout, a TransUnion company, with any questions and take full advantage of the credit monitoring service offering. Additional information about protecting your identity is included in this letter, including recommendation by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit.

For More Information:

We sincerely apologize for any inconvenience this incident may cause you. If you have questions, please call 1-800-405-6108 Monday through Friday from 8 am - 8 pm Eastern Time, excluding major U.S holidays or go to <https://bfs.cyberscout.com/activate> for assistance or for any additional questions you may have.

Sincerely,

City of Saco



Recommended Steps to Help Protect Your Information

1. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

2. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well.

You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

3. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

4. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, <https://oag.maryland.gov>, Telephone: 1-888-743-0023.

New York Residents: the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 1-877-877-9392.

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 1-401-274-4400.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.