

**Notice of Data Incident**  
**January 31, 2025**

On May 31, 2024, The San Francisco-Marín Food Bank learned of unauthorized access to its network. We immediately began working with third-party specialists to investigate this incident. Our investigation determined that certain information stored on our network was accessed by an unauthorized party between May 10, 2024, and May 30, 2024. Therefore, we conducted a comprehensive review of the information potentially affected. The type of information varies by individual but may include name and one or more of the following data elements: Social Security number, driver's license/state ID number, taxpayer ID number, passport number, government ID number, financial account information, credit/debit card information, medical information, and health insurance information.

In response to this incident, we immediately began an investigation. Through our investigation we notified and worked with law enforcement, changed network passwords, and reviewed our policies and procedures relating to this incident. We are also providing potentially affected individuals access to free credit monitoring and identity protection services as an added precaution. If you have questions about this incident or would like to enroll in the free credit monitoring and identity protection services, please call at 1-833-799-4195, Monday through Friday, between 5 AM and 5 PM PT, excluding holidays. You may also write to us at 900 Pennsylvania Ave., San Francisco, CA 94107.

In general, we encourage potentially affected individuals to remain vigilant against incidents of identity theft and fraud by reviewing credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, individuals are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228.

Individuals have the right to place an initial or extended fraud alert on a credit file at no cost. If individuals are a victim of identity theft, they are entitled to an extended fraud alert lasting seven years. As an alternative to a fraud alert, they have the right to place a credit freeze on a credit report. The credit freeze is designed to prevent credit, loans, and services from being approved without consent. Pursuant to federal law, individuals cannot be charged to place or lift a credit freeze on your credit report.

Should individuals wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

**TransUnion**  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Experian**  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**Equifax**  
1-888-298-0045  
[www.equifax.com](http://www.equifax.com)

Individuals can further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps to protect their personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or their state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. Instances of known or suspected identity theft should also be reported to law enforcement, the state Attorney General, and the FTC.