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**From:** Attorney General Ellen F. Rosenblum <attorneygeneral@doj.state.or.us>  
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**To:** DOJ Webmaster  
**Subject:** Experian Breach Exposes T-Mobile Customers: What You Need to Know



Oregon Department of Justice  
FINANCIAL FRAUD/CONSUMER PROTECTION SECTION

# SCAM ALERT

## Experian Breach Exposes T-Mobile Customers: What You Need to Know

Recent reports indicate that unauthorized users gained access to an Experian server and "hacked" personal information of more than 15 million T-Mobile users. Given the immediate risk to Oregonians, Attorney General Ellen Rosenblum today offered consumers tips to guard against potential identity theft. Because of illegal sites where this type of stolen information can be sold, this is a particularly serious matter.

T-Mobile reports that nearly 118,000 Oregon residents may have had their data compromised, including social security numbers.



Attorney General Ellen  
Rosenblum

According to T-Mobile and the credit reporting company Experian, the breach compromised data that was used by T-Mobile in connection with credit checks of individuals who applied for T-Mobile services from September 1, 2013 through September 16, 2015. The data included name, address, birthdate, Social Security numbers, other ID numbers (such as driver's license, military ID, or passport numbers), and additional information used in T-Mobile's credit assessment.

"Data breach and the distribution of personal information is a growing problem for Oregonians. I urge consumers to take immediate steps to determine whether you have been a victim of this breach and to follow our suggestions to protect your identity and information going forward," AG Rosenblum said.

Anyone concerned that they may have been impacted by Experian's data breach can sign up for two years of free credit monitoring and identity resolution services at [www.protectmyID.com/securityincident](http://www.protectmyID.com/securityincident).

In addition to credit monitoring, AG Rosenblum encourages Oregonians to:

\* Monitor your credit report. Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228 to order a free credit report and review it for errors.

\* Consider placing a "security freeze" on your credit report to prohibit the release of any information from your report without your written authorization. For more information on how to place a "security freeze" visit <http://tinyurl.com/cxwt9eq>

\* Consider placing a "fraud alert" on your credit report so anyone requesting a credit report on you verifies the identity of the person asking.

\* Beware of "phishing" attempts and unsolicited calls or emails offering credit monitoring or identity theft services. Under no circumstances will Experian or T-Mobile call you or send you a message and ask for your personal information in connection with this incident. You may contact Experian or T-Mobile directly at 1-866-369-0422, but you should not provide personal information to anyone who calls you or sends you a message about this incident.

If you find unexplained activity on your credit reports or if you believe you are the victim of identity theft, there are important steps to take to protect yourself. Contact the Attorney General's consumer hotline at 1-877-877-9392, review the Attorney General's website - [www.oregonconsumer.gov](http://www.oregonconsumer.gov) - for information on identity theft, or view the Federal Trade Commission's identity theft resource, available at [www.consumer.gov/idtheft/](http://www.consumer.gov/idtheft/).



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