



October 23, 2014

Dear Adoption Subsidy Recipient/Debit Card Holder:

The Office of Children and Family Services (OCFS) was recently advised by JP Morgan Chase (JPMC), the bank that administers New York State's Adoption Subsidy payments, that it was recently the victim of a cyber-attack or "hacking".

Following an extensive review of their accounts JPMC has advised OCFS:

New York State  
Office of  
Children &  
Family  
Services

<http://ocfs.ny.gov>

Andrew M. Cuomo  
Governor

Sheila J. Poole  
Acting Commissioner

- There is **no evidence** that any account numbers, passwords, user IDs, date of birth, or Social Security numbers were compromised during this attack. However, contact information (names, addresses, phone numbers, and email addresses of debit card holders) was likely compromised.
- Unlike recent attacks on retailers, JPMC has seen no unusual fraud activity related to this incident.
- **Importantly, you are not liable for any unauthorized transaction(s) on your account, provided you promptly alert JPMC of any suspicious activity on your debit card.**

Capital View Office Park

52 Washington Street  
Rensselaer, NY  
12144-2834

JPMC is advising debit card holders, including those with Adoption Subsidy Payment debit cards to be wary of any emails or telephone calls they might receive, purporting to be from JPMC. As a reminder, JPMC will not ask for any account information or personal information (such as Social Security number or passwords) in an email or phone call. If you have any concerns about any emails or phone calls that you receive from someone claiming to be a representative of JPMC, please hang up and contact JPMC at the number listed on the back of your Adoption Subsidy debit card.

You should also carefully monitor your accounts with JPMC and alert them immediately if you notice any irregularity. You should consider changing your password to be on the safe side.

JPMC has developed a Customer Notice Frequently Asked Questions site to answer some questions you may have based on the investigation to date. Please see the link provided below to review these questions and answers:

<https://www.chase.com/services/customer-notice-faq>

If you have any questions or concerns about your debit card, please contact JPMC at the number on the back of your card, or at 1-866-742-7506. For any other concerns or questions regarding your adoption subsidy, you can contact OCFS at their toll free number, 1-877-437-7855.

Sincerely,

Laura M. Velez  
Deputy Commissioner  
Child Welfare & Community Services



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