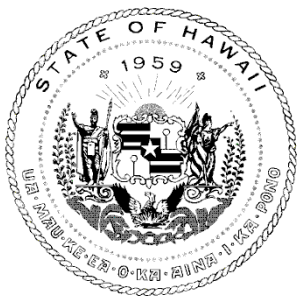


Report to the 2017 Hawaii State Legislature:

**Pursuant to Section 487N-4, Hawaii Revised Statutes,
Providing Information Relating to the Discovery of a Security
Breach of Personal Information.**



Prepared by:
Hawaii Housing Finance and Development Corporation
Department of Business, Economic Development & Tourism

February 2017

Section 487N-4, Hawaii Revised Statutes (HRS), requires government agencies to submit a written report to the Legislature “within twenty days after discovery of a security breach at the government agency” involving personal information of an individual in violation of Chapter 487N, HRS.

The following information is intended to comply with this reporting requirement.

1. On December 15, 2016, at approximately 12:30 p.m., a visitor to the Hawaii Housing Finance and Development Corporation (HHFDC) office located at 677 Queen Street, Suite 300, Honolulu, Hawaii, stole several envelopes from the “will call” area of the reception desk that were awaiting messenger pickup, and immediately departed the premises.

Building management and the Honolulu Police Department were immediately notified of the theft, and a police report was made. Building management located security camera footage of the reception counter area at the time the incident took place, and provided it to police as well.

2. One family, whose personal information was among the contents of the stolen envelopes, was affected by this security breach.
3. A copy of the notice of security breach sent to the family affected is provided in this report. Identifying information has been redacted from this copy.
4. The notice of security breach was delayed until January 30, 2017 due to law enforcement considerations.
5. To prevent this type of incident from recurring, HHFDC has modified its Front Door procedures as follows:
 - a. Mail, State courier, and other pick-ups and deliveries will now be unavailable during the period between 12:30 pm to 1:30 pm. All pickups during that timeframe shall be handled directly by branch personnel rather than through Front door back up staff.
 - b. Front door back up staffing will only be handled by other Office Assistants when regular staff are on full day absence.
 - c. Cash payments shall only be handled by authorized staff persons personally.
 - d. Armored courier pickups shall only be handled by authorized staff persons personally.
 - e. General inquiries shall be directed to the appropriate branch personnel for specific inquiries.
 - f. HHFDC Staff that are expecting visitors are responsible for informing said visitors of the changes to front door procedures, and shall provide them with the appropriate telephone extensions to call from the entry telephone upon arrival.

DAVID Y. IGE
GOVERNOR



CRAIG K. HIRAI
EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT & TOURISM
HAWAII HOUSING FINANCE AND DEVELOPMENT CORPORATION

17:FIN/1034

677 QUEEN STREET, SUITE 300
HONOLULU, HAWAII 96813
FAX: (808) 587-0600

January 31, 2017

[REDACTED]

This is to notify you of an incident involving your personal information—**You should take action NOW to protect yourself from identity theft.**

Our Finance Department has been notified a possible security breach involving your personal information. It was discovered a visitor took several documents in our reception pickup tray. One of the envelopes was your loan documents your Bank of Hawaii loan officer intended to pick up and he confirmed he had not done so prior to this incident.

To protect yourself, we recommend you immediately place a fraud alert on your credit file and that you carefully monitor all your accounts (bank accounts, credit card accounts, etc.). The fraud alert will let creditors know they have to follow certain procedures (including contacting you) before opening new accounts in your name. The alert may be placed on your file by contacting any one of the three credit reporting agencies listed below:

Equifax: 1-800-525-6285

Experian: 1-888-397-3742

Trans Union: 1-800-680-7289

We also recommend obtaining a credit report from each of the three agencies listed above. You should carefully review the report to determine if there is any unusual activity, such as new accounts you did not open or inquiries from companies whose services you did not apply for. You should also check your personal information to ensure that it is accurate.

If you notice any suspicious activity on your credit report or in any of your accounts, contact the Honolulu Police Department immediately and file an identity theft report. Get a copy of the police report as it may be necessary to provide a copy to your creditors to clear your records.

Please know that the Hawaii Housing Finance and Development Corporation takes this theft of items very seriously and regrets any problems this incident may cause you. We have taken measures to avoid this type of incident again.

If there are any further questions we can assist you with, please contact Byron Chock at 587-0579 or his email at byron.k.chock@hawaii.gov.

Sincerely,

A handwritten signature in black ink, appearing to read 'DKU', with a stylized flourish at the end.

Darren K. Ueki
Finance Manager