



NEW MEXICO HUMAN SERVICES DEPARTMENT
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For Immediate Release

New Mexico Human Services Department Opens Toll Free Identity Protection Information Center

**Information Center to Assist Clients and Employees to Enroll in Free Credit
Reporting Services**

Santa Fe, New Mexico - The New Mexico Human Services Department has opened an Identity Protection Information Center to assist department clients and employees in enrolling in a free 90-day fraud alert. The fraud alert is being recommended due to unauthorized access to the department's website discovered earlier this year, putting client and employee personal information at risk.

The call center opened today and will be operating Monday through Friday from 8:00 a.m. to 5:00 p.m. For in state calls the number is 1-877-719-3337. For out of state inquiries, the number is 1-877-719-3338.

The Human Services Department has also set up a page on its website with helpful identity protection resources, including a link to the Attorney General's Identity Theft Prevention and Repair Kit, as well as the links to the credit reporting bureaus. The website is www.hsd.state.nm.us.

A free 90-day fraud alert tells creditors to contact the individual before any new accounts are opened or existing accounts are changed. Individuals may contact any one of the three major credit bureaus to process a fraud alert. The one credit bureau you notify will notify the other two, which then also must place fraud alerts in your file.

- Equifax – 1-800-685-1111, www.equifax.com
- Experian – 1-888-397-3742, www.experian.com
- TransUnionCorp – 1-800-680-7289, www.transunion.com

In July, department staff discovered and stopped access to one of the department's websites that had been vulnerable for nearly two years. At the request of Governor Bill

Richardson, the department began a complete assessment of the computer hacking incidents to protect private information from future attacks.

The investigation is ongoing, but has determined that customer data from the department's child support enforcement and income support systems between the dates of September 9, 2006 and July 13, 2008 is at risk. Customers of the department include; clients, custodial parents, non-custodial parents, employers, and department employees.

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