



February 18, 2016

In 2013, the Washington State Department of Transportation (WSDOT) provided information to assist federal law enforcement on their criminal investigation of a former contract employee for our *Good To Go!* customer service vendor Electronic Transaction Consultants Corp (ETCC).

The investigation was of an isolated incident, limited to credit cards processed by an individual contract employee who was employed by ETCC between September and October 2013 and was terminated for other reasons. The Secret Service notified WSDOT of their investigation in October 2013, informing the agency that thirteen *Good To Go!* customers' credit cards were compromised.

The *Good to Go!* computerized data system was not compromised and was not part of the criminal investigation.

In 2014, WSDOT notified all 500 customers whose accounts this individual had access to and contacted their banking institution and credit card service as a precaution. There have been no other documented *Good To Go!* credit card breaches in the two years since this incident.

We take privacy and protection of customer information very seriously. WSDOT examined ETCC's hiring procedures related to contractor personnel and credit card processes to assess the protections for credit card transactions. ETCC conducts a 7 year criminal background check on potential employees before hiring.

We worked with our vendor to ensure they have internal controls in place to prevent fraud and are continually working to stay up to date with industry best-practices and improve our protocols in order to be prepared for emerging identity theft tactics.

WSDOT Internal Audit conducted its own investigation into this incident and also evaluated the controls over customer payment processing, focusing on controls to protect customer non-public information. WSDOT shared these results with the Washington State Auditor for their assistance as well. WSDOT notified the Chairs of the Washington House and Senate Transportation Committee of this incident in 2014.