



July 16, 2012

Dear Client,

As you may know, the nationwide phony bill payment scam continues to expand across the country. It has been reported in a growing number of states and claims that the Obama Administration is providing credits or applying payments to utility bills in exchange for personal information, including Social Security numbers and bank account information which could lead to identity theft.

Scammers contact utility customers and tell them that the government has a program to pay their utility bills and in order to qualify, customers have to provide their Social Security number. In exchange for their Social Security number, customers are given a Federal Reserve Bank routing number to pay their bills online. News of this phony program is being spread using social media (e.g., Twitter and Facebook) and it has been reported that scammers are using door-to-door agents, fliers, text messages and phone calls to contact utility customers.

We have been closely monitoring the situation and up until now, we have not seen any significant activity. Over the past few days, however, we are seeing increased media reports that scammers are having continued success duping unsuspecting consumers. We've also seen one example of fraudulent activity for a property tax payment so we are proactively monitoring all suspicious transactions.

Rest assured that the security and integrity of the Official Payments platform has not been compromised at any time or in any manner. Due to the nature of our business and the relationships we have with your customers, we feel compelled to raise awareness about this issue. We remain committed to protecting your customers' information and are in close contact with the National Automated Clearinghouse Association (NACHA) to limit the recurrence of this scam.

We are also taking proactive measures to alert our clients and your customers about this issue and have created a special landing page with additional information: [https://www.officialpayments.com/phony\\_bill\\_payment\\_scam.jsp](https://www.officialpayments.com/phony_bill_payment_scam.jsp). This landing page contains tips on how to avoid this scam and what to do if customers believe their identity has been stolen. Please feel free to link to our landing page from your website so that your customers have access to the latest information about this issue.

Over the next several days Official Payments will update our payment confirmation screens and our email receipts with personal information security tips and use our social media channels to generate awareness about the scam. We will continue to post updated information as we receive it, however, please contact our Client Services team (ClientServices@OfficialPayments.com or 1-866-352-5002) if you have questions or concerns.

Thank you for your continued support of our partnership.

Sincerely,  
Official Payments