



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

Month dd, yyyy (date printed)

NAME

ADDRESS

Dear Mr./Ms. XXXXXXXXXXXX

We are writing to inform you of a recent incident involving your personal information and the Food and Nutrition Services (food stamps) program. On December 18, 2017, a software error occurred within the North Carolina Department of Health and Human Services, resulting in a 60-day notice regarding repayment of an over-issuance of Food and Nutrition Services being mailed to the wrong address. This notice included the last four digits of your Social Security number, past due amount for over-issuance of Food and Nutrition Services benefits, and case number.

We moved to correct this error as soon as it was discovered. We have notified your county Department of Social Services office of the incident, and will be mailing a new 60-day notice regarding your past due amount. The date of the new notice will serve as the beginning of your 60-day notice for repayment. If you have questions about this incident, please contact your county agency.

We at the Department of Health and Human Services apologize for potentially sharing your personal information with another individual. We are reviewing our internal processes and procedures to prevent a similar occurrence in the future.

Sincerely,

Wayne E. Black