



DISTRICT OF COLUMBIA
BOARD OF ELECTIONS
WASHINGTON, D.C. 20003-4733



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DCBOE Shares Update on Email Outreach to Voters about October 2023 Data Breach

Washington, D.C.— The District of Columbia Board of Elections (DCBOE) provides the following update on the October 2023 data breach, specifically about a recently sent email communication from DataNet Systems, the company that hosted the breached website server.

Late last week, DataNet sent out an email notification to approximately 400,000 District of Columbia registered voters whose voter data may have been part of the October data breach. The notification provided steps that voters can take to protect their personal information, including details about credit monitoring. In addition to this email, DataNet engaged a public relations firm to distribute a press release to media and established a customer service number for voters to call. Additional information can be found on DataNet's website at <https://www.dnscorp.com/data-breach>.

Per recommendations and requirements from legal counsel, their insurance company, and other cyber security partners, DataNet led the voter contact process, including the timing of the release, methods of distribution, and media outreach efforts.

DCBOE is aware that DataNet's outreach may not appear to be timely. However, there were many layers of review and investigation that involved government and non-government entities. The communication was issued once DataNet completed its review. The timing was theirs alone.

In addition, DCBOE is aware that many of these email notifications did end up in spam email folders, causing confusion. DCBOE wants to assure voters that the email is legitimate.

If voters have questions, they may reach out to DataNet at (888) 817-5125, Monday through Friday, from 9 am - 9 pm Eastern Time or visit <https://response.idx.us/datanet/>. **Members of the media may also use the customer service number for questions.**

The District of Columbia Board of Elections is an independent agency of the District of Columbia Government responsible for the administration of elections, ballot access, and voter registration.

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