



Homeless, Not Hopeless

December 17, 2018

Dear Donors and Friends:

In this season of abundance and joy, we are in the unfortunate position of having to inform you, our valued supporters, that private paper check information from some of our checking account deposits from late 2017 was stolen by unknown criminals and is being used by them to write and deposit fraudulent checks. No funds of the Friends of Falls Church Homeless Shelter ("FFCHS") have been compromised or lost.

In April 2018, we learned that information from a limited number of paper checks had been stolen from checks written in December 2017 and January 2018 and deposited in January 2018. The stolen information appeared to be limited to only a few deposits. At that time, we notified the City of Falls Church and Fairfax County police departments, as well as our bank, and donors who had written us paper checks in those deposits. Unfortunately, the police were unable to identify any suspects.

At that time, we also reviewed and improved our financial procedures regarding the processing of paper check deposits. We did not learn of any new fraudulent check activity until just recently. Sadly, it now appears that these same criminals had also previously stolen additional deposit information from late 2017 and are just now using this information in their fraudulent check scheme in which they manufacture fake checks and deposit them via mobile apps. Fortunately, it appears that the fraudulent checks thus far have been ultimately identified by the banks; however, we recognize that the stress and hassle of dealing with check fraud is an unwelcome headache no matter what the outcome, and we deeply regret that some of our supporters have suffered this inconvenience. On a positive note, please rest assured that due to the changes we implemented to our check processing procedures, we remain confident that deposits made since then are not at risk.

In an abundance of caution, the Board of Directors has decided to notify all supporters who donated to the shelter via check from January 2017 through April 2018 of this outside attack on last year's deposits. We encourage you to remain vigilant by routinely reviewing your account statements. You may also want to consider contacting your bank to inquire about further steps you can take to protect your account information.

In addition, we ask that you please notify us immediately if you become aware of any suspicious activity in your accounts that relates to a check written to us. We also encourage donors to make use of our secure online donation process available on our website at www.fcshelter.org.

We highly value our relationship with each and every one of you and we are deeply troubled by the potential harm this situation could cause in our relationship with our donors. As you know, we rely on you--our donors and supporters--for volunteer and financial support, both of which make it possible for us to continue operating the shelter. Without your support, we could not fulfill our mission. Please

know that we respect the privacy of your information and have changed and strengthened our procedures to safeguard it.

If you have any immediate concerns or questions, or would like to discuss this matter in further detail, please feel free to contact the Board Chair, Bob Fletcher, at rfletcher@fcshelter.org or 571-405-0798, or our Executive Director, Hannah Jordan, at hannah@fcshelter.org or 703-927-1610. We truly appreciate your continued support of the Shelter.

Again, please accept our sincere apologies for any trouble and inconvenience you experienced or may experience from this situation.

Sincerely,

A handwritten signature in blue ink that reads "R. A. Fletcher". The signature is written in a cursive style with a large initial "R" and "A".

Robert Fletcher, Board Chair