

Phillips Auto Inc

Incident Report

Reported By:

Todd Phillips

Department:

Sales

Date of Report:

04/28/2025

Date/Time of Incident:

04/21/2025

Location:

Dealership, Payette, Idaho

1. Description of the Incident

On April 21, 2025, it was discovered that physical paperwork was stolen from the Phillips Auto Inc dealership in Payette, Idaho. The stolen documents included three completed credit applications and forty-two copies of customers' driver's licenses.

2. How the Incident Was Discovered

Todd Phillips received a phone call from the Tulsa Airport Police informing him that they had

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arrested Monica Ann Gauthier for identity theft and other related charges. During the arrest, authorities recovered three credit applications and forty-two copies of driver's licenses, all linked to Phillips Auto Inc.

3. Immediate Actions Taken

Upon receiving the information from Tulsa Airport Police, dealership management immediately secured all remaining paperwork, reviewed internal document handling procedures, and initiated an internal investigation. The Payette Police Department was contacted to formally report the incident locally. The dealership is cooperating with law enforcement authorities for further investigation.

4. Impact Assessment

Sensitive customer information, including personal identifying information (PII) contained within the credit applications and driver's license copies, was compromised. There is a significant risk of identity theft or fraudulent activities affecting impacted individuals.

5. Root Cause (If Known)

The incident appears related to theft facilitated by unauthorized access to dealership paperwork. Specific vulnerabilities regarding document storage and handling are being further assessed.

6. Follow-Up Actions

- Enhance dealership security procedures, including stricter document access controls, locked storage, and monitored areas for sensitive customer information.

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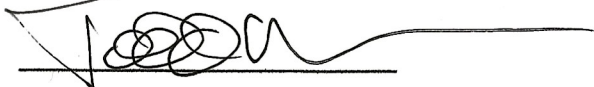
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- Implement mandatory training for all employees on proper handling, storage, and disposal of sensitive paperwork.
- Conduct a comprehensive review of physical and procedural security policies to prevent similar incidents in the future.

7. Incident Status

Open Under Investigation Closed

Signature:

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke, written over a horizontal line.

Date:

04-28-2025

Phillips Auto Inc

Incident Timeline

Date	Time	Event
Unknown	Unknown	Theft of physical paperwork occurs at Phillips Auto Inc dealership in Payette, Idaho.
04/21/2025	Morning	Received a phone call from Officer Blessing (918-270-3399) informing us that Tulsa Airport Police arrested Monica Ann Gauthier for identity theft and other charges. Officer Blessing informed Todd Phillips that paperwork belonging to Phillips Auto Inc was recovered.
04/21/2025	Later Morning	Todd Phillips called Tulsa Airport Police (918-838-5030) and spoke with Investigator Jackie Smithson regarding the details of the case and evidence recovered.
04/21/2025	Midday	Todd Phillips secured dealership paperwork and contacted the Payette Police Department (208-642-6026). Officer Cochran from the Payette Police Department formally received the report regarding the theft.
04/21/2025	Afternoon	Todd Phillips inspected dealership paperwork storage to ensure no further breaches occurred. During inspection, it was discovered that partial paperwork was missing from one file box labeled '2020.'
04/22/2025	Throughout	Internal review and preliminary investigation initiated by dealership management.
04/24/2025	Morning	Todd Phillips reached out to the ISIAD Association for advice and guidance regarding the handling of the incident and the breach of sensitive information.
04/28/2025	---	Todd Phillips completed the formal incident report, met with employees to review Safeguards and the Information Security Program, and submitted incident information to the Idaho Attorney General's office for compliance with data breach notification requirements.