



Immediate Release: February 24, 2021

Contact: Kevin Kelly
Recology King County
(206) 619-0892
kkelly@recology.com

Important Notification for Recology King County Customers Regarding Cyber Incident Impacting Payment Processing Vendor

On February 3, 2021, Automatic Funds Transfer Services, Inc. (AFTS), the company that Recology King County (Recology) contracts with to invoice customers and collect payments for those services, was the victim of a ransomware attack that may have involved customer information.

AFTS, in partnership with a cybersecurity firm and the FBI, are investigating whether customer information was accessed or acquired by the cybercriminal. As Recology's third party payment processor, AFTS hosts customers' names, contact information, images of checks, and payment card information.

AFTS first notified Recology of the incident on February 5, 2021 and has been working diligently to ascertain the facts and provide accurate information to customers. Recology will continue to communicate with customers as the situation evolves, as it currently remains unclear if any Recology customer data was accessed or acquired. Once the scope of the incident has been determined, Recology will provide additional information and appropriate support to customers.

Recology takes the security of personal information of our customers seriously and regrets that this incident occurred. Customers may review the [Frequently Asked Questions related to the incident](#) on Recology's website or contact aftsqquestions@recology.com.

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