



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<mail id>>
<<First and Last Name>>
<<Street Address>>
<<City>><<State>><<Zip Code>>

<<Date>>

Notice of Data Breach

Dear <<First Name>> <<Last Name>>:

At City College of San Francisco, (“CCSF”), protecting the security and confidentiality of student information is of the utmost importance. Regrettably, we are writing to inform you about an incident involving some of that information.

What Happened?

On April 15, 2016, we learned that an employee had responded to a “phishing” email thinking that it was a legitimate request.¹ When we learned of this, we immediately secured the email account, reset passwords and began an investigation of the incident.

What Information Was Involved?

We conducted a thorough review of the employee’s e-mail account and confirmed that the emails contained student information and may have included your name, address, Social Security number, and other information contained in your application for financial aid.

What We Are Doing.

We have no evidence that the information in the emails has been used in any way. However, as a precaution, we are offering you a free one-year membership of Experian’s® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. To help prevent something like this from happening in the future, all employees will be receiving additional education and training regarding “phishing” emails in the relatively near future, and we are reviewing enhancements for strengthening user login authentications.

What You Can Do.

We encourage you to take advantage of the identity theft protection services being offered. For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

For More Information.

We deeply regret any inconvenience this incident may cause you and are taking additional actions to enhance our IT systems moving forward to help prevent against similar incidents in the future. If you have questions regarding this incident, please call 1-877-296-9968.

Sincerely,

A handwritten signature in black ink that reads "Jay Field".

Jay Field
Chief Technology Officer

¹ Phishing is the attempt to acquire sensitive information by masquerading as a trustworthy entity in an electronic communication, typically via email. For more information, see Phishing at <https://en.wikipedia.org/wiki/Phishing>.

INFORMATION ABOUT PREVENTING IDENTITY THEFT

Even if you choose not to take advantage of the identity theft protection services we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 525-6285

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
(877) 438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

If you know or suspect you are a victim of tax-related identity theft, the IRS recommends these steps:

- Respond immediately to any IRS notice; call the number provided or, if instructed, go to IDVerify.irs.gov.
- Complete IRS Form 14039, Identity Theft Affidavit, if your efiled return rejects because of a duplicate filing under your SSN or you are instructed to do so. Use a fillable form at IRS.gov, print, then attach the form to your return and mail according to instructions.
- Continue to pay your taxes and file your tax return, even if you must do so by paper.

If you previously contacted the IRS and did not have a resolution, contact the IRS for specialized assistance at 1-800-908-4490.

Activate ProtectMyID® Now in Three Easy Steps

1. ENSURE that you enroll by: **[Enrollment deadline]** (your code will not work after this date)
2. VISIT the ProtectMyID® website to enroll: www.protectmyid.com/alert
3. PROVIDE your activation code: **[insert code]**

If you have questions or need an alternative to enrolling online, please call 877.297.7780 and provide engagement #: **[PC Engagement Number]**

Additional details regarding your ProtectMyID® Membership

A credit card is not required for enrollment. Your ProtectMyID® membership includes the following features:

- **Free copy of your Experian credit report**
- **Surveillance alerts / daily bureau credit monitoring:** Alerts of key changes and suspicious activity found on your Experian credit report.
- **Identity Theft Resolution & ProtectMyID® ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish. Agents will investigate each incident; help with contacting credit grantors to dispute charges and close accounts (including credit, debit, and medical insurance cards); assist with freezing credit files; contact government agencies.
 - For added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID® membership has expired.
- **\$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at www.protectmyid.com/alert, or call 877.297.7780 to register with the activation code above.

Once your enrollment in ProtectMyID® is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID®, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877.297.7780.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.