



CAL STATE EAST BAY

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

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<<Name 1>>
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<<City>><<State>><<Zip>>
<<Country>>

**IMPORTANT INFORMATION
PLEASE READ CAREFULLY**

<<Date>>

Notice of Data Breach

Dear <<Name 1>>:

The security and privacy of the personal information you provide to California State University, East Bay, is of utmost importance to us. Regrettably, we are writing to inform you of an incident involving the disclosure of some of that information.

What Happened

On September 17, 2018, the University discovered that unauthorized access to your personal information occurred between March 27, 2017 and September 2, 2018. Upon discovery of the incident, we immediately commenced an internal investigation. Based on our findings to date, the University has learned that an unknown third-party broke into a University web application using an overseas IP address and a software tool designed to secretly access information on the server. The particular campus application affected was used to store various certification and program participant information managed by the College of Education and Allied Studies, including a small number of applicants. The compromised application has been removed from our server and vulnerabilities have been mitigated.

What Information Was Involved

We can confirm that the malicious software tool allowed the unauthorized individual to copy data containing your full name, address, and Social Security number. No financial, banking, or medical information was included in the data file.

What We Are Doing

We deeply regret that this incident has occurred. To date, we are not aware of any reports of identity fraud resulting from this incident nor do we have any evidence to suggest that your personal information has actually been misused. The University, however, wanted to make you aware that your personal information may be in the possession of an unauthorized individual and explain the steps we are taking to safeguard you against identity fraud and suggest steps that you should take as well. Since completing the forensic investigation, we have devoted considerable time and effort to determine what exact information may have been on the affected device.

What You Can Do

Enclosed you will find instructions on enrolling in a complimentary 12-month credit monitoring service along with other precautionary measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze, and obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements for fraudulent or irregular activity on a regular basis.

For More Information

California State University, East Bay has taken immediate steps to reevaluate our information security practices to help prevent similar incidents in the future. **If you have any further questions regarding this incident, please call our toll-free number we have set up to respond to questions at 877-214-4236.** The call center is available Monday through Friday from 6:00a.m. to 6:00p.m. Pacific Time.

Sincerely,

A handwritten signature in black ink that reads "Debbie P. Chaw". The signature is written in a cursive style with a large initial 'D' and a distinct 'P'.

Debbie Chaw
Vice President, Administration and Finance and Chief Financial Officer

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: <<Enrollment Date>> (Your code will not work after this date.)
2. VISIT the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the Activation Code: <<Enrollment Code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number << Engagement #>> as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, 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 877-288-8057.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (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.

Additional Steps You Can Take

Regardless of whether you choose to take advantage of this free credit monitoring service, 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) 685-1111

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 that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately 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
1-877-438-4338

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.