



October 28, 2017

(name)  
(street address)  
(city)(state)(zipcode)

**Re: Notice of Data Breach**

Dear (name),

**WHAT HAPPENED**

Last week an external hard drive went missing from Chapman University's Harry and Diane Rinker Health Science Campus. The employee who was assigned the external drive had access to several University network drives. Chapman University cannot determine the actual contents of the missing external disk drive but it is treating the entire content of all drives that the assigned employee had access to as potential content on the missing external drive.

**WHAT INFORMATION WAS INVOLVED**

I regret to inform you that a copy of your W9 form was among the content found on the network drives that could have been accessed and downloaded to the external drive. While the content stored on the network drives themselves are secure, the unauthorized back up of these files onto an external disk drive may have put the files at risk of disclosure to an unauthorized person when the external drive was taken.

**WHAT YOU CAN DO**

While the University has no evidence that an unauthorized individual actually accessed or misused your personal data, we are notifying you so you can be especially alert to any signs of possible misuse of your personal identity. We want to make you aware of steps you can take to guard against identity theft or fraud. Please review the information about Identity Theft protection, including information about how to place a fraud alert on your consumer credit file at <https://www.consumer.ftc.gov/topics/identity-theft>. Additional information about identify theft can be obtained from the California Attorney General's Office of Privacy Enforcement and Protection at <https://www.oag.ca.gov/privacy>.

**WHAT WE ARE DOING**

Out of an abundance of caution, we are offering a complimentary one-year membership of Experian IdentityWorksSM Credit 3B. 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. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter. Your unique verification code is: (enter code)

We are deeply disappointed that this data may be subject to unauthorized access and we have taken measures designed to prevent this type of incident from happening again. We are planning to conduct additional training beyond the information security programs and policies we already provide in the academic department where the matter arose. We also have further training planned for all university faculty.

**FOR MORE INFORMATION**

If you have additional questions please contact me at [deanhill@chapman.edu](mailto:deanhill@chapman.edu) or call our team at our toll free number 1-844-981-2439 Monday to Friday, 8:00 am to 5:00 pm Pacific Time.

Sincerely,

Janeen Hill, PhD

Dean, Crean College of Health and Behavioral Sciences

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: **2.3.18** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcreditone>
3. PROVIDE the **Activation Code**: [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 **DB04004** 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<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcreditone>  
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](http://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.