





**TRIDENT  
UNIVERSITY**  
INTERNATIONAL

February 21, 2012

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APT ABC  
ANYTOWN, PA 12345  


Dear Sample A Company:

For almost 14 years, Trident University has been serving the needs of a highly-motivated adult learner student population, with diverse professional backgrounds and experiences, including many current and former members of the “military family.” As an online university, we are committed to securing the privacy and confidentiality of the personal information provided to us as well as taking appropriate steps when faced with a real or potential security breach. Regrettably, we are writing to inform you of an unidentified person's attempt to gain access to student account log-in information.

On November 29, 2011, we detected an unsuccessful attempt by an unidentified person to access one of our databases containing username and passwords for approximately 81,000 current and former student accounts. No other information was contained in that database. Trident University permanently removed the database from the network and engaged an external forensic team to assess the nature of the incident.

Our investigation did not find any evidence that someone successfully obtained access to the database. Based on a review of the available log-in history for November and December 2011, we have found no unusual log-in activity to indicate that student accounts were inappropriately accessed. However, we want to make you aware of this incident because if your student account was accessed, that account contained your name, address, and date of birth. As a result of this incident, we are implementing a new firewall as a complement to our existing firewalls.

Again, there is no evidence that any student’s information was accessed by an unauthorized person, and we are not aware of any reports that student account information has been misused as a result of the incident. However, in an abundance of caution, we strongly recommend you reset your password at <https://cnss.trident.edu/public/forgotpass.php>. Additionally, we have arranged for you to enroll, at no cost to you, in an online three-bureau credit monitoring service for one (1) year provided by TransUnion, one of the three major nationwide credit reporting companies. To enroll in this free service, go to the TransUnion Monitoring website at [www.transunionmonitoring.com](http://www.transunionmonitoring.com) and in the space referenced as “Activation Code”, enter the following **12-letter Activation Code** and follow the simple steps to receive your services online within minutes.

(OVER PLEASE)

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If you do not have access to the Internet and wish to enroll in a similar offline, paper based, three-bureau credit monitoring service, please call the TransUnion Fraud Response Service hotline at [REDACTED] Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern time (closed on all U.S. observed holidays). Please enter or say the following six-digit telephone pass code [REDACTED] when prompted. You can sign up for the online or offline credit monitoring service anytime between now and May 31, 2012. Unfortunately, due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals without a valid Social Security number.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily 3-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion, Experian, and Equifax, including fraudulent activity, new inquiries, new accounts, new public record, late payments, change of address and more. The service also includes up to \$25,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

Even if you choose not 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 report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, once every 12 months, free of charge, from each of the three nationwide credit reporting companies below. To order your annual free report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
PO Box 740241	PO Box 9554	PO Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general's office 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](http://www.ftc.gov)  
1-877-438-4338

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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.

We want to assure you that we are taking this matter very seriously and have conducted a comprehensive internal review of our systems and procedures to further secure our network and individual systems against emerging malware threats. If you have any questions, please call [REDACTED] Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern time and enter or say the following six-digit telephone pass code [REDACTED] when prompted.

Sincerely,



Lucille H. Sansing, Ph.D.  
President and Chief Executive Officer



