

*NOTICE OF DATA BREACH*

May 3, 2016

Dear [REDACTED]

The privacy of your personal information is of utmost importance to the San Mateo Foster City School District (“SMFCSD”). I am writing to you with important information about a recent incident involving the security of employee personal information. We wanted to provide you with information regarding the incident and let you know that we continue to take significant measures to help protect your information.

*What Happened?*

On April 6, 2016, we were informed that a thumb drive, containing certain information on all of our active employees, including me, was inadvertently misplaced. We have devoted considerable time and effort to try and locate the thumb drive, as well as to determine what exact information may have been included on it, and as such, is at risk of disclosure.

Please know that we take this situation very seriously. The police were notified and a police report was filed; however, at this time, the thumb drive has not been recovered.

*What Information Was Involved?*

We can confirm that the thumb drive contained electronic files with your full name, address, and Social Security number. No financial or medical information was contained on the thumb drive.

*What We Are Doing.*

Upon learning of the issue, our incident response team promptly launched an investigation. As part of our investigation, we have been working very closely with external cybersecurity professionals that regularly investigate and analyze these types of incidents. **To date, we are not aware of any reports of identity fraud or other harmful activity resulting from this incident, or that any personal information has actually been accessed or misused.** Out of an abundance of caution, we wanted to make you aware of the incident, explain the services that we are making available to help safeguard you against identity fraud, and suggest steps that you should take as well.

*What You Can Do.*

Enclosed you will find information on enrolling in a 12-month membership for Experian’s ProtectMyID® Alert, that we are providing at no cost to you, along with other precautionary measures you can take to help protect your personal information, including placing a Fraud Alert, placing a Security Freeze and/or 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.

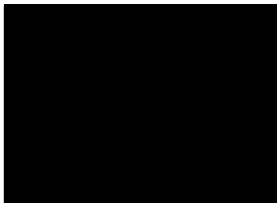
Please accept my sincere apologies, on behalf of the San Mateo Foster City School District, that this incident occurred. We are committed to maintaining the privacy of your information and have taken many precautions to help safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of your information, including training our workforce on security threats.



*For More Information.*

**If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED].** This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to help protect against misuse of your information. The response line is available Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time.

Sincerely,



San Mateo Foster City School District

– OTHER IMPORTANT INFORMATION –

**1. Enrolling in Complimentary 12-Month Credit Monitoring.**

Protecting your personal information is important to San Mateo Foster City School District. In response to this security incident and as a precautionary measure, we have arranged for you to enroll in Experian's® ProtectMyID® Alert for a one year period at no cost to you. This protection is provided by Experian, one of the three major nationwide credit reporting companies.

*Activate Experian's® ProtectMyID Now in Three Easy Steps:*

1. ENSURE that you enroll by [REDACTED]
2. VISIT the ProtectMyID Web Site to enroll: [REDACTED]
3. PROVIDE your 9-character Activation Code: [REDACTED]

If you have questions or need an alternative to enrolling online, please call [REDACTED] and provide Engagement #: [REDACTED]

*Additional Details Regarding Your 12-Month ProtectMyID Membership:*

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **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 for seamless service. They 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.
  - It is recognized that identity theft can happen months and even years after an incident. To offer 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. (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.)

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 [REDACTED]

**2. Placing a Fraud Alert.**

Whether or not you choose to use the complimentary 12 month credit monitoring services, we recommend that you place an initial 90-day "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

**Equifax**  
P.O. Box 105069  
Atlanta, GA 30348  
www.equifax.com  
1-800-525-6285

**Experian**  
P.O. Box 2002  
Allen, TX 75013  
www.experian.com  
1-888-397-3742

**TransUnion**  
P.O. Box 2000  
Chester, PA 19022  
www.transunion.com  
1-800-680-7289



### **3. Consider Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by sending a request in writing, by mail, to all three nationwide credit reporting companies. To find out more on how to place a security freeze, you can use the following contact information:

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
www.freeze.equifax.com  
1-800-685-1111

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
www.experian.com/freeze  
1-888-397-3742

**TransUnion Security Freeze**  
P.O. Box 2000  
Chester, PA 19022  
www.transunion.com/securityfreeze  
1-800-680-7289

### **4. Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

### **5. Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

In addition to the FTC, the California Attorney General’s Office can also be contacted to obtain information on the steps you can take to prevent identity theft.

California Department of Justice  
Attn: Office of Privacy Protection  
P.O. Box 944255  
Sacramento, CA 94244-2550  
Telephone: 916-322-3360  
Toll-free in California: 800-952-5225  
[www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)

### **6. Reporting Identity Fraud to the IRS.**

If you believe that you are a victim of identity fraud AND it is affecting your federal tax records (or may affect them at some time in the future), such as your attempt to file your federal tax returns electronically was rejected or if you received a notice from the IRS indicating someone was otherwise using your Social Security number, it is recommended that you do the following:

- Contact your tax preparer, if you have one.
- File an Identity Theft Affidavit (Form 14039) with the IRS. The form can be downloaded at [www.irs.gov/pub/irs-pdf/f14039.pdf](http://www.irs.gov/pub/irs-pdf/f14039.pdf)
- Call the IRS at 800-908-4490 , ext. 245 to report the situation. The unit office is open Monday through Friday from 7 am to 7 pm.
- Report the situation to your local police department.

Additional information regarding preventing tax-related identity theft can be found at [www.irs.gov/uac/Identity-Protection](http://www.irs.gov/uac/Identity-Protection)