



To Enroll, Please Call:  
[TFN]  
Or Visit:  
<https://response.idx.us/umgc>  
Enrollment Code: [XXXXXXXX]

<<Return Address>>  
<<City>>, <<State>> <<Zip>>

<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

<<Date>>

### Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

On October 7, University of Maryland Global Campus became aware of a malware incident that targeted a UMGC server, and we subsequently launched an investigation. On October 15, as a result of that investigation, the university determined there had been unauthorized access to personally identifiable information.

This information included U.S. Social Security numbers, names, mailing addresses, and e-mail addresses. Your records were among the data that may have been accessed.

Out of concern for the security of your information, we are providing identity theft protection services free of charge through IDX, a firm with expertise in data breach and recovery services. These services include 24 months of credit and CyberScan monitoring, an insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling [TFN] or visiting <https://response.idx.us/umgc> and using the Enrollment Code provided above. IDX representatives are available 24 hours a day, seven days a week. Please note the deadline to enroll is [Enrollment Deadline].

Please retain this letter for your records; you will need to reference the enrollment code at the top of this letter when calling or enrolling online. You will find detailed instructions for enrollment on the enclosed Recommended Steps document.

Please call [TFN] or visit <https://response.idx.us/umgc> for assistance or for any additional questions you may have.

Rest assured that we prioritize data security and deeply regret this incident. We continue to take steps to further strengthen the safeguards that protect your information and our systems.

Sincerely,

Martina Hansen  
Senior Vice President and Chief Student Affairs Officer  
University of Maryland Global Campus

(Enclosure)



## Recommended Steps to help Protect your Information

**1. Website and Enrollment.** Go to <https://response.idx.us/umgc> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at [TFN] to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)