

Important Notice about your Confidential Information – May 9, 2012

On February 15, 2012, the University of North Carolina at Charlotte (the “University”) announced that, because of incorrect access settings, a large amount of electronic data hosted by the University were accessible from the Internet. Subsequent investigation has determined that there were two access issues, one affecting general University systems over a period of approximately three months, and another affecting the University’s The William States Lee College of Engineering systems over a period exceeding a decade. The University has no reason to believe that any information from either of these incidents was inappropriately accessed or that information was used for identity theft or other crime. The exposed data included personal information, which could include your name, address, social security number, or credit card information provided in association with transactions with the University. We have involved state and federal regulatory and law enforcement agencies to assist us in determining how to proceed.

Although we have seen no evidence suggesting that the data have been used in any way, out of an abundance of caution we have made the decision to notify you of the loss so that you can be alert to any possible changes in use of your personal information or accounts. The University continues to monitor the situation carefully and has increased its internal review procedures to watch for any unusual activity. Several public protections are available to assist in avoiding identity theft. I encourage you to monitor your personal information. If you notice suspicious activity, you should report it immediately to the University at the following number 1-855-205-6937 and to any financial institution involved. You should also contact the Federal Trade Commission at www.ftc.gov/idtheft, at 1-877-ID-THEFT (438-4338), or at 600 Pennsylvania Avenue, NW, Washington, DC 20580, and you may call your local sheriff’s office and file a police report of identity theft, keeping a copy of the police report. In addition, you may contact the Consumer Protection Division of the North Carolina Attorney General’s Office at 9001 Mail Service Center, Raleigh, NC 27699, by phone at 1-919-716-6000 or toll free in North Carolina at 1-877-566-7226. If you reside outside of North Carolina, the contact information for the Attorney General of your state can be found on the website for the National Association of Attorneys General available at <http://www.naag.org/current-attorneys-general.php>.

If you wish to protect yourself from the possibility of identity theft, you can place a free fraud alert on your credit files. A fraud alert notifies creditors to contact you before opening new accounts in your name. Contact any one of the three major credit reporting agencies at the numbers/addresses below to place a fraud alert with all three agencies. You will then receive letters from all of these agencies, with instructions on how to receive a free copy of your credit report from each agency.

Experian
1-888-397-3742
P.O. Box 9554
Allen, TX 75013

Equifax
1-800-766-0008
P.O. Box 740241
Atlanta, GA 30374

TransUnion
1-800-680-7289
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834

The University consistently utilizes industry standard information protections, uses leading data management vendors, and has dramatically increased its information protection capacity since the discovery of the exposures. Nonetheless, the University is currently reviewing all aspects of its information security. For more information, you may go to the University’s webpage set up to address this matter at securityincident.uncc.edu. You may also call us toll-free at 1-855-205-6937, or e-mail us at securityincident@uncc.edu.

On behalf of the University, I apologize for any inconvenience this incident might have caused, and promise that we are working hard to maintain protections for sensitive data.

Thank you,

Jay Dominick
Vice Chancellor for Information Technology and CIO