Brandeis University

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

IMPORTANT INFORMATION
PLEASE READ CAREFULLY

<<mail id>>
<<Name1>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<Name1>>:

I am writing with important information regarding a recent theft of office equipment at Brandeis University. The theft may impact some of the personal information belonging to students who were enrolled or taking a course from the Summer of 2012 to the present, including you. The privacy and security of our students' personal information is of utmost importance to Brandeis, and as such, we wanted to provide you with information regarding the incident and let you know that we continue to take significant measures to protect your information.

On October 26, 2015, we learned that two university computers were stolen from the Registrar's office over the preceding weekend. The university's incident response team immediately launched an investigation. As part of our investigation, the university has been working very closely with third-party experts who regularly investigate and analyze these types of incidents. We are also working with local law enforcement. The stolen computers were password-protected pursuant to Brandeis University policies.

The university has devoted considerable time and resources to determine what information may have been on the stolen computers and, as such, at risk of disclosure. Our investigation has determined that your personal information may have been contained on one of the stolen devices, including your name, permanent address, phone number(s), date of birth, e-mail address(es), and student record information. In addition, your Social Security number *may* have been contained on one of the stolen devices. There was no financial or medical information on either computer.

To date, we are not aware of any reports of identity fraud, theft, or other harmful activity resulting from this incident, or that any personal information has actually been accessed or misused. Nevertheless, we wanted to make you aware of the incident, explain the services we are making available to safeguard you against identity fraud, and suggest steps that you should take as well.

Enclosed you will find information on enrolling in a 12-month membership of Experian's ProtectMyID® Alert, that we are providing at no cost to you, along with other precautionary measures you can take to 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 University, that this incident occurred. We are committed to maintaining the privacy of our students' information and have taken many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of our students' information, which includes our ongoing project to centralize the management, backup, and encryption of all staff computers, including laptops and workstations.

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 (877) 846-5276. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time.

Sincerely,

Marianne Cwalina
Senior Vice President for Finance and Treasurer
Brandeis University

– ADDITIONAL PRIVACY SAFEGUARDS INFORMATION –

1. Enrolling in Complimentary 12-Month Credit Monitoring.

Protecting your personal information is important to Brandeis University. 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 **February 13, 2016.**
2. VISIT the ProtectMyID Web Site to enroll: **www.protectmyid.com/redeem**
3. PROVIDE your 9-character Activation Code: [redacted]

If you have questions or need an alternative to enrolling online, please call 877-288-8057 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 ExtendCARETM, 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 877-288-8057.

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	**Experian**	**TransUnion**
P.O. Box 105069	PO Box 2002	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	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
PO Box 105788
Atlanta, GA 30348
https://www.freeze.equifax.com
1-800-685-1111

Experian Security Freeze
PO Box 9554
Allen, TX 75013
http://experian.com/freeze
1-888-397-3742

TransUnion Security Freeze
P.O. Box 2000
Chester, PA 19022
http://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, 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.

If you are an ***IOWA*** resident, please read the following:

You may also report suspected incidents of identity theft to local law enforcement or the Iowa Attorney General:

Office of the Iowa Attorney General
Consumer Protection Division
1305 East Walnut Street
Des Moines, IA 50319
(515) 281-5164
1-888-777-4590
Fax: (515) 281-6771
www.iowaattorneygeneral.gov

If you are a ***MARYLAND*** resident, please read the following:

In addition to the FTC, the Maryland Office of the Attorney General can also be contacted to obtain information on the steps you can take to avoid identity theft:

Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

If you are a ***NORTH CAROLINA*** resident, please read the following:

In addition to the FTC, the North Carolina Office of the Attorney General can also be contacted to obtain information on the steps you can take to prevent identity theft:

North Carolina Department of Justice
Office of the Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Instances of known or suspected identity theft should also be reported to law enforcement.