



June 29, 2016

Dear

Capella University is committed to protecting the information it maintains on behalf of its learners and applicants. Regrettably, we are writing to inform you about an incident involving some of that information.

On June 17, 2016 we discovered that, on June 17, 2016, a Capella employee inadvertently e-mailed \_\_\_\_\_ with your \_\_\_\_\_ and \_\_\_\_\_ nformation to a third-party, in violation of Capella policy. Upon investigation, Capella determined that the \_\_\_\_\_ also contained the same information for another adult and four dependent children. In an effort to prevent any use or future disclosure, Capella promptly took action by requesting that the third party recipient destroy the documents disclosed, and the recipient has since confirmed destruction of the documents. We are also reviewing the circumstances of this matter to identify process improvements to further minimize the risk of inadvertent disclosures like this from occurring in the future.

Below is a check list of suggestions of how you can best protect yourself.

1. Review your bank, credit card and debit card account statements over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union.

2. One Year Credit Monitoring with FamilySecure.com

While we do not know of any misuse of your information, out of an abundance of caution we are offering a complimentary one year membership in Family Secure from FamilySecure.com, an Experian company, to provide you with credit monitoring capabilities and identity protection services focused on identification and resolution of identity theft. The program is completely free and enrolling will not hurt your credit score. For more information on the program and instructions on how to enroll your family, please see the enclosure at the end of this letter.

3. Monitor your credit reports with the major credit reporting agencies.

We encourage you to remain vigilant for signs of misuse by reviewing your financial account statements and monitoring free credit reports.

Equifax 1-800-685-1111 P.O. Box 740241 Atlanta, GA 30374-0241 www.equifax.com	Experian 1-888-397-3742 P.O. Box 2104 Allen, TX 75013 www.experian.com	TransUnion 1-800-916-8800 P.O. Box 2000 Chester, PA 19022 www.transunion.com
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Under Vermont law, you are entitled to a free copy of your credit report from those agencies every twelve months. Call the credit reporting agency at the telephone number on the report if you find:

- Accounts you did not open.
- Inquiries from creditors that you did not initiate.
- Inaccurate personal information, such as home address and Social Security number.

4. If you do find suspicious activity on your credit reports or other account statements, call your local police or sheriff's office and file a report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records, and also to access some services that are free to identity theft victims.

5. If you find suspicious activity on your credit reports or on your other account statements, consider placing a fraud alert on your credit files so creditors will contact you before opening new accounts. Call any one of the three credit reporting agencies at the number below to place fraud alerts with all of the agencies.

Equifax 888-766-0008	Experian 888-397-3742	TransUnion 800-680-7289
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6. You may also get information about security freezes by contacting the credit bureaus at the following addresses:

**Equifax:**

[https://www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)

**Experian:**

[http://www.experian.com/consumer/security\\_freeze.html](http://www.experian.com/consumer/security_freeze.html)

**TransUnion:**

<http://www.transunion.com/corporate/personal/fraudIdentityTheft/fraudPrevention/securityFreeze.page>

If you do not have Internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

7. Even if you do not find suspicious activity on your credit report or your other account statements, it is important that you check your credit report for the next two years. Just call one of the numbers in paragraph 3 above to order your reports or to keep a fraud alert in place.

Helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report is available on the Vermont Attorney General's website at <http://www.atg.state.vt.us>. Another helpful source is the Federal Trade Commission website, available at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>.

Capella University apologizes for any inconvenience this may cause you. If you have any questions or concerns, please feel free to contact me toll-free at 888 227-3552 option 6, ext: 5153 or directly at 612-977-5153.

**Regards,**



Todd R. Sorensen  
Senior Corporate Attorney  
Toll-free: 888 227-3552 option 6, ext: 5153  
Direct: 612/977-5153

Enclosure

To receive the complimentary Family Secure product, you as the parent must enroll at the web site with your activation code listed below. This activation code can only be used by the parent or guardian of the minor. Please keep in mind that once activated, the code cannot be re-used for another enrollment.

### **Activate Family Secure Now in Three Easy Steps**

- 1. ENSURE That You Enroll By: 10.01.2016** (Your code will not work after this date.)
- 2. VISIT the Family Secure Web Site to enroll:** <http://www.familysecure.com/enroll>
- 3. PROVIDE Your Activation Code:**

If you have questions or need an alternative to enrolling online, please call (877) 288-8057 and provide engagement #:

#### **Your complimentary one-year Family Secure membership includes:**

Parent or Legal Guardian:

- Daily monitoring of your Experian credit report with email notification of key changes, as well as monthly "no-hit" reports
- 24/7 credit report access: Unlimited, on-demand Experian reports and scores
- Experian credit score illustrator to show monthly score trending and analysis.

Children:

- Monthly monitoring to determine whether enrolled minors in your household have an Experian credit report
- Alerts of key changes to your children's Experian credit report

All Members:

- Identity Theft Resolution assistance: Toll-free access to US-based customer care and a dedicated Identity 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 contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies
- \$2,000,000 Product Guarantee\*

Once your enrollment in Family Secure is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about Family Secure, 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.

\* The Family Secure Product Guarantee is not available for Individuals who are residents of the state of New York.