

 **FERRIS STATE UNIVERSITY**
IMAGINE MORE

PO Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name1>>
<<Name2>>
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<<Address2>>
<<City>><<State>><<Zip>>
<<Foreign Country>> <<Date>>

Dear <<Salutation>><<Name>>

Ferris State University is committed to protecting your personal information. Regrettably, we are writing to inform you of an incident involving some of that information.

We learned on July 23, 2013, that an unauthorized person evaded our network security and placed a malware program on the computer we use to operate our website. That program had the technical ability to access electronic files on certain servers across part of our network. We immediately shut down the web server and hired a leading national computer forensic firm to help us investigate the incident and block any further unauthorized access. Our thorough investigation is now complete.

The investigation did not find any evidence that the unauthorized person actually viewed or removed any information from any system. However, because we cannot conclusively rule out the possibility that electronic files were accessed, we wanted to make everyone whose name and Social Security number were stored in a place that was technically accessible aware of this incident.

As a precautionary measure, we are offering a complimentary one-year membership to Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is free to you and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. For more information on ProtectMyID Alert and instructions on how to activate your complimentary one-year membership, please see attached instructions.

We strongly encourage you to take advantage of this offer. You may also obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- Equifax, PO Box 740256, Atlanta, GA 30374, www.equifax.com, 1-800-525-6285
- Experian, PO Box 9554, Allen, TX 75013, www.experian.com, 1-888-397-3742
- TransUnion, PO Box 6790, Fullerton, CA 92834, www.transunion.com, 1-800-680-7289

We recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your financial statements for any unauthorized activity. You should immediately report any unauthorized activity to your financial institution. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general's office in your home state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
<http://www.consumer.ftc.gov/features/feature-0014-identity-theft>
877-438-4338

We want to assure you that we are committed to the security of your personal information and are taking this matter seriously. We have conducted an internal review of our practices and procedures and have updated our system protections. If you have any questions, or you need further assistance, you may contact us at 877-332-6271, Monday through Friday, 9:00 AM until 7:00 PM, Eastern Time.

Regards,

A handwritten signature in cursive script that reads "John F. Urbanick".

John Urbanick
Chief Technology Officer
Ferris State University

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: December 31, 2013
2. VISIT the ProtectMyID Web Site: www.protectmyid.com/redeem or call 877-371-7902 to enroll
3. PROVIDE Your Activation Code: [code]

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. 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.

Your complimentary 12-month ProtectMyID membership includes:

- ▶ **Credit Report:** A free copy of your Experian credit report
- ▶ **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- ▶ **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- ▶ **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- ▶ **\$1 Million Identity Theft Insurance*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at www.protectmyid.com/redeem

or call 877-371-7902 to register with the activation code above.

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 877-371-7902.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. 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.