FRESNO STATE

Discovery. Diversity. Distinction.

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

IMPORTANT INFORMATION
PLEASE READ CAREFULLY

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Notice of Data Breach

Dear <<Name 1>>:

At Fresno State, we understand the importance of protecting your personal information. We are writing to inform you about an incident potentially involving some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

What Happened?
A break-in occurred in the Athletics Department sometime in the last week of December 2017, during the campus holiday closure. Once discovered, the matter was immediately reported to Campus police, and an internal investigation was initiated to determine what, if any, personal information may have been stored on those devices. On January 12, 2018, we learned that an unencrypted hard drive was among the items that were stolen.

<<Data Element Paragraph>>
(this data element will be exactly three lines long in each case)
(3)

What We Are Doing.
Maintaining information security is part of our commitment to providing high-quality education and we deeply regret any concern or inconvenience that this may have caused you. To help prevent something like this from happening in the future, we are reinforcing education with our staff regarding the proper storage of confidential information and the importance of protecting portable electronic devices.

What You Can Do.
We have no reason to believe that the hard drive was stolen for the information it contained or that your information has been accessed or misused in any way. However, as a precaution, we have secured the services of Experian to offer you a complimentary one-year membership of Experian's® IdentityWorks℠ Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free and enrolling in this program will not hurt your credit score. For more information on IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect yourself, please see the pages that follow this letter. Identity Restoration assistance is immediately available to you.

For More Information
If you have any questions, feel free to call us at 877-646-7924, Monday through Friday from 6:00 AM to 6:00 PM Pacific Time.

Sincerely,

Orlando Leon
Chief Information Officer
California State University, Fresno

Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. We also recommend that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or charge your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for 90 days. You can renew it after 90 days.

You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	**Experian**	**TransUnion**
P.O. Box 740241	P.O. Box 2002	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19016
www.equifax.com	www.experian.com	www.transunion.com
(800) 685-1111	(888) 397-3742	(800) 680-7289

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338

If you are a resident of Connecticut, Maryland, Massachusetts, or North Carolina, you may contact and obtain information from your state attorney general at:

Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag

Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023 (toll free when calling within Maryland) (410) 576-6300 (for calls originating outside Maryland)

Office of the Attorney General, One Ashburton Place, Boston, MA 02108, 1-508-990-8686, www.mass.gov/ago/contact-us.html

North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699, www.ncdoj.gov, 1-877-566-7226

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.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

1. ENROLL by: **<<Enrollment Deadline>>** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: https://www.experianidworks.com/3bcredit
3. PROVIDE the **Activation Code**: **<<Enrollment Code>>**

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at https://www.experianidworks.com/3bcredit
or call 877-288-8057 to register with the activation code above.

If you have any questions about IdentityWorks, 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. Be prepared to provide engagement number **<<Engagement Number>>** as proof of eligibility for the identity restoration services by Experian.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (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.