



<<Firstname>> <<Middlename>> <<Lastname>>
 <<Address1>>
 <<Address2>>
 <<City>>, <<Stateprovince>> <<Postalcode>>
 <<Intelligent Mail Barcode>>

<<Date>> (Format: Month Day, Year)

NOTICE OF DATA BREACH

Dear <<Firstname>> <<Middlename>> <<Lastname>>,

The purpose of this correspondence is to inform you about a cyber security breach at the University of Delaware discovered on July 22, 2013, during routine systems maintenance. UD files were compromised by a cyber attack and personal information relating to you may have been present in the electronic records. UD took immediate corrective action to contain the incident.

To our knowledge, the attack occurred on or about July 17, 2013. Information in the compromised files includes names, addresses of record, Social Security numbers and UDIDs (employee identification numbers). While we are still working to determine the scope of the breach, preliminary estimates show that information on approximately 73,000 current and past employees—including student employees—may have been exposed.

ACTION STEPS

Although we have no evidence that any unauthorized individual or entity has actually used your personal information, we are bringing this data breach to your attention so that you can be alert to signs of any possible misuse of your personal identity now and in the immediate future.

UD is working closely with FBI officials on the investigation. UD has engaged a leading data security firm to determine what happened and where the breach may have come from; what other University-maintained systems, if any, may have been attacked; and what other confidential information, if any, may have been exposed.

To help relieve concerns and restore confidence following this incident, UD has secured the services of Kroll Advisory Solutions to provide **identity theft safeguards at no cost to you for a three-year period through its ID TheftSmart™ program**. Kroll Advisory Solutions is a global leader in risk mitigation and response services to universities and other clients affected by large-scale cyber attacks.

We are providing you with access to the following services from Kroll Advisory Solutions, at no cost to you.

Continuous Credit Monitoring. We are providing you with free access to Kroll’s credit monitoring service for 36 months from the date of this letter. Once activated, you will receive alerts whenever there are certain changes in your credit file that could indicate an issue.

Enhanced Identity Theft Consultation and Restoration. Kroll will provide access to licensed investigators experienced in the problems surrounding identity theft. They will be available to listen, to answer your questions, and to offer their expertise regarding any concerns you may have. Should your name and credit be affected by this incident, your investigator will help restore your identity to pre-theft status. This service will be provided at no cost to you.

Please note that in order to activate the following additional services you will need to follow the instructions in the "Next Steps" Section listed below within 6 months from the date of this letter.

Next Steps



Your membership number is: <<MEMBERSHIPNUMBER>>



1. Go to www.idintegrity.com to start your credit monitoring

Please be prepared to provide your membership number. Instructions are provided online.



If you would prefer to receive your alerts through the mail instead of online, fill out the enclosed *Consumer Credit Report and Credit Monitoring Authorization Form* and return it in the enclosed postage-paid envelope.



2. Call **1-???-???-UDcus if you need help or have questions**

9 a.m. to 6 p.m. (Eastern Time), Monday through Friday, Kroll representatives are ready to help you.

Please note that, between now and August 30, 2013, Kroll's licensed investigators will be available for an extended period from 9 a.m. to 8 p.m. (Eastern Time) Monday through Friday for your convenience.

To receive credit monitoring, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Even if you choose not to activate the Credit Monitoring Service, Kroll's Licensed Investigators are standing by to answer your questions or help you with any concerns you may have. Call **1-???-???-UDcus**, between 9 a.m. and 6 p.m. (Eastern Time), Monday through Friday. *Please have your membership number ready.* Please note that, between now and August 30, 2013, Kroll's licensed investigators will be available for an extended period from 9 a.m. to 8 p.m. (Eastern Time) Monday through Friday for your convenience.

UD has created a website to provide additional information about the cyber attack, to answer questions you may have, and to describe the free credit monitoring services UD is offering. For more information, visit www.udel.edu/it/security.

OTHER RESOURCES

There are additional steps you can take to protect yourself against the consequences of identity theft.

Place a fraud alert on your credit file to let creditors know to contact you before opening a new account in your name. You can take that step by telephoning any one of the three credit reporting agencies at the phone numbers listed below: You should (1) request that a fraud alert be placed on your account and (2) order a free credit report from the agency. The agency can also provide you with information on placing a "security freeze" on your account.

Equifax Information Services LLC

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

Experian

711 Experian Parkway
Allen, TX 75013
1-888-397-3742

TransUnion LLC

P.O. Box 2000
Chester, PA 19022
1-800-680-7289

Carefully review your credit reports for accounts you did not open or for inquiries from creditors that you did not initiate. Review your personal information, such as home address and Social Security number for accuracy. If you see anything you do not understand, call the credit agency at the telephone number on the report. To safeguard your privacy, the University will not contact you again to confirm any of your personal information, so if an unknown person should contact you do not give out any additional information.

If you find any suspicious activity on your credit reports, call your local law enforcement authorities and state attorney general's office. If you think you are the victim of identity theft, notify the United States Federal Trade Commission:

Federal Trade Commission

600 Pennsylvania Avenue, N.W.
Washington, DC 20580
(202) 326-2222

The FTC's identity theft phone number is 1-877-ID-THEFT (1-877-438-4338).

For more information on identity theft, please visit the following web sites:

<http://www.ftc.gov/bcp/edu/microsites/idtheft/>

<http://www2.ed.gov/about/offices/list/oig/misused/idtheft.html>

<http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm>

<http://www.ssa.gov/pubs/10002.html>

<http://www.privacyrights.org/identity-theft-data-breaches>

We deeply regret any inconvenience this may cause you. We will keep you informed of further developments as our investigation proceeds. We invite you to check www.udel.edu/it/security for updates.

If you have any questions, please call the toll free number **1-??-??-UDcus** or visit the website (www.udel.edu/it/security) for additional information.

Sincerely,



Carl W. Jacobson
Vice President for Information Technologies

Delaware Resident Sample