

**Boston University** Information Security  
930 Commonwealth Avenue, 2<sup>nd</sup> Floor  
Boston, Massachusetts 02215  
[www.bu.edu/infosec/](http://www.bu.edu/infosec/)



Dear NAME:

We are writing to inform you of a data security incident at Boston University that involved your personal data, including your social security number. Boston University does not have any knowledge that your personal information has been used for an unauthorized purpose. However, Boston University believes that an unauthorized party may have accessed your information. Boston University takes the protection and proper use of your information very seriously. We will continue to investigate this incident and provide you with updates if needed. We are also providing a free 24-month membership in a credit monitoring service, Experian IdentityWorks, to help you protect your personal information.

#### *What Happened and What Information Was Involved*

On August 24 - 25, 2024, Boston University was the victim of an email phishing campaign that resulted in the compromise of a BU email account that contained a W-9 form with your personal information, including your name, address, and social security number.

#### *What You Should Do*

At this time, we do not have any knowledge that your information has been used for any unauthorized purpose. Therefore, this letter is not a notice that you are a victim of identity theft; it is a notice that there may have been unauthorized access to your information.

It is a good idea to continue to monitor your credit card and financial account statements. Therefore, we are making available to you a free 24-month membership in a credit monitoring service, Experian IdentityWorks, which will provide you with alerts of key changes and suspicious activities on your credit reports and proactive fraud assistance. You must enroll by 12/30/2024. 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. Experian IdentityWorks is free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and Experian IdentityWorks, including instructions on how to activate your complimentary membership, please review the enclosed documents.

You may also take advantage of the free annual credit report available from each credit reporting agency by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com). You have the right to obtain such a free report annually, from each of the three major credit reporting bureaus. If you detect any unauthorized or suspicious activity in any of your accounts, contact the issuing company immediately. If you are victim of identity theft—meaning that your personal identifying information was used to pose as you, harass you, or obtain identification containing your personal information or anything else of value—you have the right to file your own police report and obtain a copy of that report. If you find that your information is being used without your authorization, contact

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your local police department.

Boston University and is taking steps to prevent any similar events in the future, including working with law enforcement as necessary.

If you have any additional questions or concerns, please contact Boston University Information Security at [buinfosec@bu.edu](mailto:buinfosec@bu.edu) or via phone at 617-358-8500.

Sincerely,

Eric Jacobsen  
Assistant Vice President and CISO, BU Information Security



To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by 12/30/2024** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/3bcredit>
- Provide your **activation code: C5BFFXZ8H2**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-288-8057 by 12/30/2024. Be prepared to provide engagement number **B132683** as proof of eligibility for the Identity Restoration services by Experian.



## **ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP**

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related 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.

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

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.