



NORTHWEST ARKANSAS COMMUNITY COLLEGE

1 College Dr
Bentonville, AR 72712

Credit Monitoring Enrollment

To Enroll, Please Call:

1-877-878-9722

Or Visit:

<https://app.idx.us/account-creation/protect>

Enrollment Code: [REDACTED]

February 27, 2025

Re: Notice of Data Security Incident

Dear [REDACTED],

NorthWest Arkansas Community College ("NWACC") is writing to let you know about a data security incident that may have impacted some of your personal information. From our review, it appears that your name, date of birth and health insurance information may have been affected. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. While we are not aware of any specific misuse of your information, we have arranged for you to receive credit monitoring and identity theft protection services through IDX, a Zerofox company. IDX services include: 24 months of credit monitoring and identity theft restoration services.

How do I Enroll in the Free Services?

We encourage you to contact IDX with any questions and to enroll in the free identity protection services by calling 1-877-878-9722 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am – 9 pm Eastern Time. Please note the deadline to enroll is May 20, 2025. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

For More Information:

If you have questions, please call 1- 1-877-878-9722, Monday through Friday from 9 am – 9 pm Eastern Time. Protecting your information is important to us, and we sincerely apologize for any concern this incident may cause you.

Sincerely,

Northwest Arkansas Community College

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