



VALDOSTA STATE  
UNIVERSITY

1500 North Patterson Street  
Valdosta, GA 31698

[Insert Recipient's Name]  
[Insert Address]  
[Insert City, State, Zip]

2025

**RE: Important Security Notification. Please read this entire letter.**

Dear [First Name] [Last Name]:

Valdosta State University (VSU) recently discovered an incident that may affect the security of your personal information. We want to provide you with information about the incident, steps we are taking in response, and steps you may take to guard against identity theft and fraud, should you feel it is appropriate to do so.

**What Happened?** On December 28, 2024, VSU was victimized by a network intrusion from an unauthorized party. The unauthorized party was able to access data archives containing personal information from some assessment testing records dating between 2003 and 2005. After the intrusion was detected, VSU took steps to expel the intruder.

**What Information Was Involved?** Data related to you may include:

- First and Last Name
- Full or partial (last 4 digits) Social Security Number

**What Are We Doing?** VSU takes the protection of your personal information seriously. VSU, in collaboration with the University System of Georgia and a leading third-party cybersecurity team, analyzed the intrusion, identified affected systems, and took steps to ensure unauthorized access is prevented in the future through additional security monitoring and organizational security training. After securing the systems, VSU immediately began a lengthy investigation to determine which individuals may have been impacted by the incident.

**What You Can Do.** You can review information from the Federal Trade Commission's website, <https://www.identitytheft.gov/Info-Lost-or-Stolen>, for steps to help protect yourself from identity theft. In addition, we recommend that you take advantage of free credit monitoring and related services offered to you via Experian using the instructions below.

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for [##] 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 [##] 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 [##]-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** [Enrollment End Date] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [Enrollment URL]
- Provide your **activation code**: [Activation Code]

**For More Information.** If you have questions about the product, need assistance with Identity Restoration that arose because of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [Experian TFN] by [Enrollment End Date]. Be prepared to provide engagement number [B#####] as proof of eligibility for the Identity Restoration services by Experian.

## **ADDITIONAL DETAILS REGARDING YOUR [##]-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 file 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.

VSU encourages you to remain vigilant and review your personal account statements and monitor free credit reports. You may also contact the major consumer reporting agencies to request a security freeze free of charge as provided by federal law. To obtain a credit freeze, you will generally need to provide your Social Security Number, date of birth, and address. The contact information for the major consumer reporting agencies is:

- Equifax: PO Box 740241, Atlanta, GA 30347 1-800-525-6285 ([equifax.com](http://equifax.com))
- Experian: PO Box 9554, Allen, TX 75013, 1-888-397-3742 ([experian.com](http://experian.com))
- TransUnion: PO Box 2000, Chester, PA 19016, 1-800-680-7289 ([transunion.com](http://transunion.com))

For additional information regarding steps to take to avoid identity theft including fraud alerts and security freezes, you may also contact the Federal Trade Commission at 600 Pennsylvania Ave., NW, Washington, DC 20580, (202) 326-2222 or 1-877-FTC-HELP and see [identitytheft.gov](http://identitytheft.gov) and <https://www.identitytheft.gov/#/Know-Your-Rights>. All United States citizens have additional rights pursuant to the U.S. Fair Credit Reporting Act. Residents of the District of Columbia may also contact the Office of the Attorney General for the District of Columbia. Iowa residents should report suspected identity theft to local law enforcement or the Iowa Attorney General. Maryland residents may also contact the Maryland Attorney General for additional information at 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; or at [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov). A Massachusetts resident has the right to obtain a police report. New York residents may obtain additional information from the New York State Attorney General's website: <https://ag.ny.gov/resources/individuals/credit-debt-lending/identity-theft>. North Carolina residents may obtain additional information from the North Carolina Attorney General's office at 9001 Mail Service Center, Raleigh, NC, 27699-9001, 919-716-6400, [ncdoj.gov](http://ncdoj.gov). Rhode Island residents may obtain a police report and may also obtain additional information from the Rhode Island Attorney General at [www.riag.ri.gov](http://www.riag.ri.gov) (401) 274-4400. You should report suspected identity theft to law enforcement, including to your state's attorney general and to the Federal Trade Commission.

Sincerely,

[Your Signature Graphic]

[Organization Contact, Title]  
[Organization Name]

\* 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.