OLD DOMINION
UNIVERSITY
Return Mail Processing
PO Box 999
Suwanee, GA 30024

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SAMPLE A. SAMPLE - L01
APT ABC
123 ANY ST
ANYTOWN, US 12345-6789

November 19, 2026

[Extra2]

Dear Sample A. Sample,

Like many organizations around the country, Old Dominion University recently became the victim of a cybersecurity incident. We are writing to share how this incident may have affected your personal information and, as a preventative measure, to provide you with steps you can take to protect yourself.

Old Dominion University takes the privacy and security of personal information very seriously and we sincerely regret any concern this incident may cause you.

What Happened?

On or about October 24, 2026, Old Dominion University was alerted to potential data theft from its environment. Specifically, it appears that criminals exploited an undocumented application vulnerability and obtained unauthorized access to data from a tool that members of the University use to create and send online surveys and receive RSVPs.

Our internal cybersecurity team immediately activated incident response protocols and alerted law enforcement. We are actively coordinating with external cybersecurity experts to confirm the scope of information involved. Based on investigation to date, the incident was limited to a single application and did not affect our broader IT systems. The impacted application has been taken offline.

What Information Was Involved?

Information and attachments sent in response to surveys or requests for RSVPs from Old Dominion University may have been impacted. These materials may have included the following types of your personal information: your name, address, date of birth, [Extra1]

At this time, we have no evidence suggesting that any personal data has been misused as a result of this incident. But, out of an abundance of caution, Old Dominion University has arranged to provide you with the option to receive free identity monitoring. More information about the free identity monitoring services we are providing through Experian can be found in the attached Additional Resources guide.

What We Are Doing

We have notified federal law enforcement, including the FBI's Cyber Crimes Division, and are supporting all law enforcement investigations into this matter.

To help you protect your information, we have arranged to provide you with complimentary credit monitoring. Experian, a global leader in identity risk mitigation and response, will provide these services. This team has extensive experience helping people whose confidential data has sustained unintentional exposure. Your free identity monitoring services include Credit Monitoring, Identity Restoration, and Identity Theft Insurance.

What You Can Do

Please review the "Additional Resources" section included with this letter. This section describes additional steps to help protect yourself, including recommendations from the Federal Trade Commission regarding identity theft protection and details on placing a fraud alert or a security freeze on your credit file.

For More Information

If you have any further questions regarding this matter or the identity monitoring services provided, please call 833-918-3958, 9 am – 9 pm Eastern Time. Please note that Old Dominion University is utilizing Experian's return mail service, so the return address on this letter is to Experian's mailing center.

We sincerely regret any concern this incident may cause you.

Sincerely,

Kate Rhodes
Chief Information Security Officer
University Information Security Office
Old Dominion University

ADDITIONAL RESOURCES

To help protect your identity, we are offering complimentary access to Experian IdentityWorks[SM] for [Extra4] 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 [Extra4] 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.

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 [Extra4] - 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** February 26, 2027 by 11:59 pm UTC (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: https://www.experianidworks.com/1Bcreditmembership
- Provide your **activation code**: ABCDEFGHI

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 by February 26, 2027 at 833-918-3958 Monday - Friday, 9 am - 9 pm Eastern Time (excluding major U.S. holidays). Be prepared to provide engagement number [Engagement Number] as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR [Extra4]-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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE[TM]:** 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.

STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

Review Your Account Statements and Obtain and Monitor Your Credit Report

As a precautionary measure, we recommend that you remain vigilant by regularly reviewing and monitoring account statements and credit reports to detect potential errors or fraud and identity theft resulting from the security incident. You may periodically obtain your free credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax	**Experian**	**TransUnion**
P.O. Box 740241	P.O. Box 9701	P.O. Box 1000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19016
1-800-685-1111	1-888-397-3742	1-800-916-8800
www.equifax.com	www.experian.com	www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for inaccurate information, such as a home address and Social Security number. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Notify Law Enforcement of Suspicious Activity

You should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, including local law enforcement, your state attorney general, and the Federal Trade Commission (FTC). To file a complaint with the FTC, use the below contact information or website.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.IdentityTheft.gov

Complaints filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company which the account is maintained.

Credit Freezes

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued when you initiate a freeze. A credit freeze is designed to prevent potential creditors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact **all three** major consumer reporting agencies listed below.

Equifax	**Experian**	**TransUnion**
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
1-800-685-1111	1-888-397-3742	1-888-909-8872
www.equifax.com	www.experian.com	www.transunion.com

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

1) Your full name, with middle initial and any suffixes;
2) Your Social Security number;
3) Your date of birth (month, day, and year);
4) Your current address and previous addresses for the past five (5) years;
5) A copy of your state-issued identification card (such as a state driver's license or military ID);
6) Proof of your current residential address (such as a current utility bill or account statement); and
7) Other personal information as required by the applicable credit reporting agency.

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request. More information regarding credit freezes can be obtained from the FTC and the major consumer reporting agencies.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert will stay on your credit file one (1) year. The alert informs creditors of possible fraudulent activity within your report and requires the creditor to verify your identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the three major consumer reporting agencies listed above. The agency you contact will then contact the other two. More information regarding fraud alerts can be obtained from the FTC and the major consumer reporting agencies.

Monitor Your Personal Health Information

If applicable to your situation, we recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive the regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number. You may want to order copies of your credit reports and check for any bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your records.

Additional Resources and Information

You can obtain additional information and further educate yourself regarding identity theft and the steps you can take to protect yourself by contacting your state attorney general or the FTC. The FTC's contact information and website for additional information is:

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

For Virginia residents: You may contact the Virginia Attorney General's Office at 202 North Ninth Street, Richmond, VA 23219; 1-804-786-2071; or https://www.oag.state.va.us/contact-us/contact-info.
For Connecticut residents: You may contact the Connecticut Office of the Attorney General at 165 Capitol Avenue, Hartford, CT 06106; 1-860-808-5318; or https://portal.ct.gov/ag.
For District of Columbia residents: You may contact the Office of the Attorney General for the District of Columbia at 400 6th Street, NW, Washington, DC 20001; 1-202-727-3400; or https://oag.dc.gov/consumer-protection/consumer-alert-online-privacy.

For Iowa residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. The Iowa Attorney General's Office can be reached at 1305 E. Walnut Street, Des Moines, IA 50319; 1-515-281-5164; or www.iowaattorneygeneral.gov.

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202; 410-576-6300; 1-888-743-0023 (toll free), or https://www.marylandattorneygeneral.gov/Pages/contactus.aspx. Old Dominion University's address is 5115 Hampton Blvd, Norfolk, VA 23529. Its phone number is 757-683-3000.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General at 1 Ashburton Place, Boston, MA 02108; 1-617-727-8400; or https://www.mass.gov/orgs/office-of-the-attorney-general. You have the right to obtain a police report if you are a victim of identity theft.

For New Mexico residents: You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your credit file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or ww.ftc.gov.

For New York residents: The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or https://ag.ny.gov/. You may also contact the Bureau of Internet and Technology (BIT) at 28 Liberty Street, New York, NY 10005; 212-416-8433; or https://ag.ny.gov/about/about-office/economic-justice-division#internet-technology.

For North Carolina residents: The North Carolina Attorney General's Office may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 919-716-6400; or https://ncdoj.gov/contact-doj/.

For Oregon residents: We encourage you to report suspected identity theft to the Oregon Attorney General at 1162 Court Street NE, Salem, OR 97301; 1-877-877-9392; 1-503-378-4400; or www.doj.state.or.us.

For Rhode Island residents: You may contact the Rhode Island Office of the Attorney General at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; or https://riag.ri.gov/. You have the right to obtain a police report if you are a victim of identity theft. 0 Rhode Island residents were impacted by this breach.