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Dear [REDACTED]

We are writing to inform you of a potential data breach event we experienced involving your personal information that led to our disabling several emailboxes. EDC conducted a thorough investigation, where we concluded that emailboxes were potentially accessed by unauthorized individuals and we took this action to notify you in an abundance of caution.

Specifically, on August 22nd, EDC became aware that an employee's credentials were compromised from an Office 365 phishing campaign and subsequently used to access that employee's e-mail to send a phishing email to your mailbox. Certain information belonging to you were embedded within your mailbox including your name and your social security number.

We regret that this incident occurred and take the security of our information very seriously. As a result of this incident, we have initiated our own internal investigation and applied additional internal controls to prevent this type of incident from occurring in the future. These controls include mandatory two-factor authentication, individual follow-up training and interviews with the affected individuals combined with a company-wide campaign to increase awareness of employee security obligations. Such awareness initiatives are to address potential future social engineering attacks or spoofed email addresses personnel may receive as a result. We are also very aware of the concern an incident such as this can create. Accordingly, we are offering individuals potentially affected by this incident 24 months' worth of Experian credit monitoring at <https://www.experianidworks.com/3bplus>. If you would like to take advantage of this offer, please sign up for the service by following the link above and following the screen prompts. Your engagement number is: DB16077. Your activation code is 84YHSFVYT. Should you have any questions, or want to enroll over the phone, the toll-free number for enrollments or questions is 877-890-9332. Finally, in order to take advantage of this service you must enroll before 01/31/2020. Please note that this offer is only for 24 months and must be signed up for under your name only. It will be your responsibility to either continue payments or cancel the membership after the expiration of the initial 24 month period.

You can also obtain information about fraud alerts and security freezes from the FTC and the credit reporting agencies listed below.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies listed below: (Equifax, Experian and TransUnion.)

- Federal Trade Commission, <https://www.ftc.gov>, 600 Pennsylvania Avenue, NW, Washington, DC 20580 1-877-FTC-HELP
- Nationwide Consumer Reporting Companies:
  - Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348
  - Experian Security Freeze P.O. Box 9554 Allen, TX 75013

- Trans Union Security Freeze Fraud Victim Assistance Department P.O.  
Box 2000 Chester, PA 19022-2000

In order to request a security freeze, you will need to provide the following information:

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, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. 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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. 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.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (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 or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

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Katy Cassidy, CISSP  
Associate Director, IT  
Education Development Center, Inc.  
43 Foundry Ave  
Waltham, MA 02453  
O: 617.618.2270.

Respectfully,

## Steps You Can Take to Protect Your Information

### *Review Your Account Statements and Notify Law Enforcement of Suspicious Activity*

As a precautionary measure, we recommend that you remain vigilant by closely reviewing your account statements and credit reports. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained.

Additionally, you should report any fraudulent activity or suspected incidence of identity theft to proper law enforcement authorities. To file a complaint with the FTC, go to [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338). 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.

### *Copy of Credit Report*

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com> or calling 877-322-8228. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies is provided below.

### *Fraud Alert*

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### *Additional Free Resources on Identity Theft*

- A copy of Take Charge: Fighting Back Against Identity Theft, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm>.

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