16898

Tuesday, May 12, 2020 at 09:29:16 Eastern Daylight Time

Subject: FW: Unauthorized access to your account

Date: Tuesday, May 12, 2020 at 8:04:12 AM Eastern Daylight Time

From: Scott Coopee

To: Kevin Gorman

Notification email

From: ███████████████████████

Sent: Friday, March 6, 2020 3:11 PM

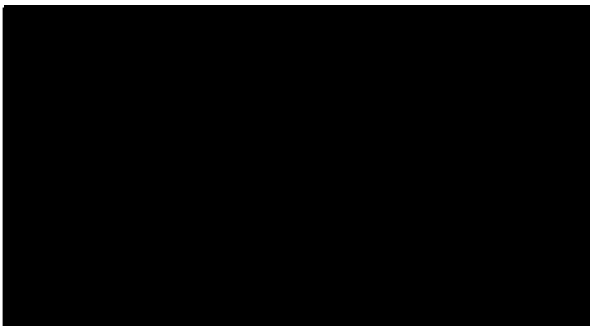**To:** Scott Coopee <scott.coopee@wne.edu>

Cc: Joanne Ollson <joanne.ollson@wne.edu>; Cheryl I. Smith <cheryl.smith@wne.edu>; Richard A. Wagner <richard.wagner@wne.edu>; Kathleen Chambers <kathleen.chambers@wne.edu>; William Landry <bill.landry@wne.edu>

Subject: RE: Unauthorized access to your account

Hi Scott,

Thank you for taking the time to follow through with me today.

I'd like to extend a heartfelt thank you to you, Joanne, Cheryl, Kathy, and Bill for the support I've received during this stressful situation. Also, thank you for expediting the process so that I am protected.
I'm very grateful for the two year LifeLock membership. I can sleep better knowing I'm protected.

Sincerest appreciation,

From: Scott Coopee <scott.coopee@wne.edu>

Sent: Thursday, March 5, 2020 3:34 PM

To: ███████████████████████

Cc: Joanne Ollson <joanne.ollson@wne.edu>; Cheryl I. Smith <cheryl.smith@wne.edu>; Richard A. Wagner <richard.wagner@wne.edu>

Subject: Unauthorized access to your account

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Dear ████:

As a follow-up to our conversation today, I wanted to ensure that you have the appropriate information and resources available that were reviewed in our discussion. Although there was no breach in University systems that exposed your password, it does appear that a third party had obtained your password and then used it to log into our systems – impersonating you and accessing your data. However this happened, it did not happen from a breach of our systems. The system information subsequently accessed using your account included email, earnings statements, and W2 information – all of which were available after authenticating using your password.

We have provided law enforcement with the incident details, and they will continue to investigate the third party access. The University will also pay for a 1-year membership to Lifelock identity theft protection. This will help ensure that the personal information obtained through the unauthorized use of your University account does not adversely impact you financially.

You can also contact one of the three major credit-reporting agencies — Equifax, TransUnion, or Experian — to place a credit freeze or a fraud alert on your credit file.
To speak to Equifax, call 1-888-766-0008 or visit this web page. To contact Experian, call 1-888-397-3742 or go here for a fraud alert or here for a credit freeze. For TransUnion, the phone number is 1-800-680-7289; the fraud-alert link is here and the credit-freeze link is here. A credit freeze can be inconvenient, but it's the better option. With a freeze, no potential lender can access your credit file without your approval. That can be a bother if you plan to move, open a new bank account, buy a car or switch phone carriers, but you can easily "unfreeze" your credit and then freeze it again. (The freeze lasts indefinitely.)
Thanks to a 2018 law, credit freezes are now free to implement.

In addition we recommend that you:
- Pay close attention to any mail you may receive that is unfamiliar to you, such as bills, notices from lenders, financial institutions, or the IRS regarding your taxes

- Keep a close review of all financial and bank accounts, and setup features that will alert you of any account changes or unusual activity

- Check your credit report regularly to be aware of any unauthorized activity such as new accounts, changes to personal information, or inquiries

If Joanne, Cheryl, or I can be of further assistance in this matter, please do not hesitate to contact us.

Additionally, let me reiterate the importance of keeping all computer account access information, both personal and business, in a secure manner and never responding to external emails asking for account and password information; to regularly change passwords; and to use different passwords for different accounts.

Sincerely,
Scott

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