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Notice of Data Breach

Dear Friend of Shady Hill School,

We are writing to notify you about a data security incident at a third-party vendor, Blackbaud that involves your personal information ("PI"). Blackbaud is an engagement and fundraising software service provider to many non-profit companies, schools, and other institutions across the United States. At Shady Hill, we deeply value our ongoing relationships and the trust you place in us as an institution. Please know that the privacy of our community's data is of critical importance.

Once Blackbaud detected the intrusion, it was able to halt further system access. The third-party vendor conducted a thorough review of the potentially affected system and implemented additional security measures designed to prevent a recurrence of such an attack, and to protect against the recurrence of such an incident again. The company is also working closely with the FBI and law enforcement to ensure the incident is properly addressed. Upon receipt of notice of the data security incident on July 16, 2020, Shady Hill immediately took action to understand the potential exposure and scope of personal data and retained counsel to assist, advise and conduct additional investigation.

What You Can Do? As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission ("FTC"). You have the right to obtain a police report regarding the breach.

To file a complaint with the FTC, go to 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.

Credit Reports: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. (Refer to section below for free credit monitoring with sign-up information.) You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

You can also contact one of the following three national credit reporting agencies:

Equifax
PO Box 105851

Experian
PO Box 9532

TransUnion
PO Box 1000

Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Allen, TX 75013
1-888-397-3742
www.experian.com

Chester, PA 19016
1-877-322-8228
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file free of charge. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Free Credit Report Monitoring: In addition, we have arranged with Kroll to provide you with identity monitoring services for 24 months, at no cost to you. This "Essential Monitoring" package provides you with the following benefits:

- One Bureau Credit Monitoring
- Web Watcher, Public Persona, Quick Cash Scan
- Up to \$1M Identify Fraud Loss Reimbursement

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **December 22, 2020** to activate your identity monitoring services.

Membership Number: <<Member ID>>

If you require additional information, please contact our dedicated call center at 1-844-945-3745 Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time.

Thank you again for your trust and goodwill. We regret any inconvenience this incident at Blackbaud may have caused you.

Sincerely,

Pam Dickinson
Director of External Relations

Cindy Dobe
Chief Information Officer

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.