



C/O IDX
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

18122

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXX>>

<<First Name>> <<Middle>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

November 11, 2020

Dear <<First Name>> <<Last Name>>,

The Orchard School Foundation (the "Orchard School") takes the privacy and security of your information seriously. We are writing to inform you of a security incident experienced by one of our third-party service providers that may have involved some of your information. We want you to understand what we are doing to address this issue and what steps you can take to protect yourself.

What Information Was Involved

Our investigation revealed that some of your personal information may have been accessed by the cybercriminal, including your <<Variable Data 2: Data Elements>>.

Our investigation did not reveal any unauthorized access to any credit card data or bank account information as part of this incident.

What We Are Doing

This security incident was limited to Blackbaud's systems and networks. The Orchard School's own systems and networks were not compromised in this incident. In addition to informing you, we are taking proactive steps with Blackbaud to understand how this occurred and what can be done to prevent a future occurrence. Further, Blackbaud has informed us that they have implemented changes to prevent this specific issue from happening again. You can review more details on Blackbaud's security, risk, compliance and privacy programs at <https://www.blackbaud.com/security>.

Although we are unaware of any identity theft or fraud stemming from this incident, out of an abundance of caution, we are offering identity theft protection services through IDX, experts in data breach and recovery services. IDX identity protection services include: two (2) years of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do

We encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-800-939-4170 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is February 11, 2021.

We also encourage you to remain vigilant in monitoring your account statements and financial transactions for incidents of fraud and identity theft, and to promptly report such incidents. Further, please routinely review bills, notices, and statements that you receive from financial institutions.

For More Information

Although there is no evidence that your information was accessed as a result of this incident, if you want to learn more about the steps you can take to protect against identity theft or fraud, please review the enclosed "Reference Guide" materials.

We appreciate your valued support and we regret any inconvenience this may cause you. If you have any questions or need assistance, please go to <https://app.idx.us/account-creation/protect> or call 1-800-939-4170, toll free Monday through Friday from 9 am - 9 pm Eastern Time. The toll-free number has been created specifically to answer your questions about the incident services.

Sincerely,

Orchard School Foundation



Recommended Steps to help Protect your Information

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.