

18170

November 23, 2020

NAME

ADDRESS

Dear NAME,

We are writing to alert you that on October 26, 2020, the Office of Information Security and Human Resources learned that some of your personal information may have been temporarily unprotected within Northeastern. Due to a system configuration error, a direct deposit authorization form that you submitted was exposed to a staff member at the ITS Customer Experience Service Desk instead of Human Resources. Please note this incident was not the result of any system failure, compromise, or attempt by external actors to steal data. While we have no evidence that your information was improperly accessed, misused or further disseminated, we wanted to inform you of the incident, the steps Northeastern has taken to protect your data, and what you can do.

The University acted immediately to investigate and rectify the problem. We learned that the document was opened by a single employee within ITS. Because the document was named "Scan," with a date and number, the employee was not aware that the document contained sensitive information. Upon opening it and realizing it was a Direct Deposit Authorization Form, the employee immediately closed the file and did not open any additional files that may have been included in your submission.

As always, we recommend that you remain vigilant and review your account statements and credit reports regularly. Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Note that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. There will be no charge for a security freeze.

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094
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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.

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.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) **and** the PIN number

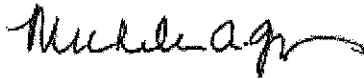
or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

We apologize for the inconvenience and concern this situation may cause you. Northeastern takes the privacy of your personal information very seriously and will continue efforts to safeguard it. If you have further questions or concerns, please feel free to contact the Office of Information Security at 617.373.6800, or ois@northeastern.edu.

Sincerely,



Sean O'Connor
Associate VP & Chief Technology Officer



Michele Grazulis
VP & Chief Human Resources Officer