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DELBARTON SCHOOL

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

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<<City>><<State>><<Zip>>  
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<<Date>>

Dear <<Name 1>>,

We are writing to inform you of an incident involving Blackbaud, Inc ("Blackbaud") that has resulted in the exposure of your personal information. Delbarton School takes the security of your information very seriously, and we sincerely apologize for any inconvenience this incident may cause. This letter contains information about the incident and resources we are making available to you.

**What Happened**

Blackbaud is a cloud computing provider that is used by Delbarton School and many other educational institutions to organize and store information related to members of our community. As you may already be aware, in July 2020 Blackbaud notified hundreds of educational institutions, including Delbarton School, that Blackbaud experienced an incident in May 2020 which resulted in the exposure of personal information maintained by educational institutions on the Blackbaud platform.

In response to this incident, Delbarton School opened a thorough internal review of the records maintained by our institution via Blackbaud and worked extensively with Blackbaud to determine the scope of this incident and its impact on Delbarton's records. The information that Blackbaud initially provided to Delbarton in July did not indicate that any sensitive personal information belonging to you was affected as a result of this incident. However, in late September 2020, based on further investigation, Blackbaud informed Delbarton School that, in fact, certain elements of your personal information were affected as described below.

**What Information Was Involved**

Based on the information provided us from Blackbaud, Delbarton School has determined that personal information including your social security and/or Tax ID number were exposed in an unauthorized fashion as a result of this incident. Additional personal information, such as your mailing address, email address, telephone number, date of birth, gender, and donor history, may have also been exposed as well. **However, according to Blackbaud, and as far as we know, there is no indication that any of the exposed information has been subject to misuse or to further dissemination.** Blackbaud has also assured us that they have implemented several changes to protect your data from any subsequent incidents. Again, while we have no evidence that any information related to members of The Delbarton School community has been or will be misused, we still encourage you to remain vigilant and immediately report any suspicious activity or suspected misuse of your personal information.

**What We Are Doing**

Delbarton School takes the protection and proper use of your information very seriously. Ensuring the safety of your data is of the utmost importance to us, and we sincerely regret any inconvenience or concern that this may cause. In light of this incident, we are providing you with access to Single Bureau Credit Monitoring services at no charge for twenty four months. Services are for 24 months (please find instructions below). Further, we continue to monitor the situation and be in close contact with Blackbaud, and we will be sure to keep you apprised of any additional information as it becomes available.

## What You Can Do

### ***Enroll in Complimentary Credit Monitoring***

As mentioned above, Delbarton School is providing you with access to Single Bureau Credit Monitoring services at no charge. Services are for 24 months from the date of enrollment. When changes occur to your Experian credit file, notification is sent to you the same day the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions you might have. In the event you become a victim of fraud you will also have access remediation support from a CyberScout Fraud Investigator. In order for you to receive the monitoring service described above, you must enroll by March 27, 2021.

To enroll in Credit Monitoring services at no charge, please navigate to: <https://www.cyberscouthq.com/epiq263?ac=263HQ1766>. If prompted, please provide the following unique code to gain access to services: **263HQ1766**

Once registered, you can access Monitoring Services by selecting the "Use Now" link to fully authenticate your identity and activate your services. Please ensure you take this step to receive your alerts. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

### ***Place a Security Freeze on Your Credit Report***

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. A security freeze may be placed free of charge. However, please be aware 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.

To place a security freeze on your credit report, you must make a direct request by telephone, secure electronic means (website), or written request to each of the three major consumer reporting agencies: Equifax; Experian; and TransUnion at the addresses and/or numbers below:

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
[www.freeze.equifax.com](http://www.freeze.equifax.com)  
800-525-6285

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
888-397-3742

**TransUnion (FVAD)**  
P.O. Box 2000  
Chester, PA 19022  
[freeze.transunion.com](http://freeze.transunion.com)  
800-680-7289

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 (5) 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.

The credit reporting agencies have one (1) business day after receiving a telephone or secure electronic request, or three (3) business days after receiving your written 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 permanently remove the security freeze, or to temporarily lift the security freeze for a specified period of time or to provide a specified entity access to your credit report, you must make a request either by phone, through secure electronic means (website), or send a written request to the credit reporting agencies by mail. Requests must include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze. To temporarily remove the security freeze, include the specific period of time you want the credit report available or the name of the entity you want to have access to your credit report.

In the case of a request by phone or secure electronic means, the security freeze will be lifted within one (1) hour after receiving the request for removal; or in the case of a request that is by mail, the credit reporting agencies have three (3) business days after receiving your request to permanently or temporarily remove the security freeze.

**For More Information**

Again, Delbarton School takes the protection and proper use of your information very seriously and we sincerely apologize for any concern or inconvenience this letter causes. Should you have any questions or concerns about this matter, please do not hesitate to call 800-783-2145, Monday through Friday, 9am – 9pm ET.

Sincerely,



J. Craig Paris '82,  
Assistant Headmaster for Advancement



John Costa,  
Director of Technology

### Additional Important Information

**For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. 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](http://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.

**For residents of Iowa:** State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**For residents of Oregon:** State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

**For residents of Maryland, Rhode Island, Illinois, New York, and North Carolina:**

You can obtain information from the Maryland and North Carolina Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the Attorney General** Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202  
1-888-743-0023 [www.oag.state.md.us](http://www.oag.state.md.us)

**Rhode Island Office of the Attorney General** Consumer Protection, 150 South Main Street, Providence, RI 02903  
1-401-274-4400 [www.riag.ri.gov](http://www.riag.ri.gov)

**North Carolina Office of the Attorney General** Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001 1-877-566-7226 [www.ncdoj.com](http://www.ncdoj.com)

**Federal Trade Commission** Consumer Response Center, 600 Pennsylvania Ave, NW, Washington, DC 20580  
1-877-IDTHEFT (438-4338) [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**New York Office of Attorney General** Consumer Frauds & Protection, The Capitol, Albany, NY 12224  
1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

**For residents of Massachusetts:** It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

### **For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with Equifax ([https://assets.equifax.com/assets/personal/Fraud\\_Alert\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf)); TransUnion (<https://www.transunion.com/fraud-alerts>) or Experian (<https://www.experian.com/fraud/center.html>). 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16.

You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>  
800-525-6285

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com/freeze](http://www.experian.com/freeze)  
888-397-3742

**TransUnion (FVAD)**  
P.O. Box 2000  
Chester, PA 19022  
[freeze.transunion.com](http://freeze.transunion.com)  
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.

**EXHIBIT B**



DELBARTON SCHOOL

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PO Box 6336  
Portland, OR 97228-6336

<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

Dear <<Name 1>>,

Out of an abundance of caution, we are writing to inform you of an incident involving Blackbaud, Inc ("Blackbaud") that involved your personal information. Delbarton School takes the security of your information very seriously, and we sincerely apologize for any inconvenience this incident may cause.

**What Happened**

Blackbaud is a cloud computing provider that is used by Delbarton School and many other educational institutions to organize and store information related to members of our community. As you may already be aware, in July 2020 Blackbaud notified hundreds of educational institutions, including Delbarton School, that Blackbaud experienced an incident in May 2020 which resulted in the exposure of personal information maintained by educational institutions on the Blackbaud platform. In response to this incident, Delbarton School opened a thorough internal review of the records maintained by our institution via Blackbaud and worked extensively with Blackbaud to determine the scope of this incident and its impact on Delbarton's records.

**What Information Was Involved**

Based on the information provided to us from Blackbaud, Delbarton School has determined that personal information potentially including your name, mailing address, email address, telephone number, date of birth, gender, and donor history were exposed in an unauthorized fashion as a result of this incident.

**According to Blackbaud, and as far as we know, there is no indication that any of the compromised information has been subject to misuse or to further dissemination. Further, at this time Delbarton School does not have any evidence that your sensitive personal information, such as your social security number or financial account information, was impacted by this incident.**

Blackbaud has also assured us that they have implemented several changes to protect your data from any subsequent incidents. Again, while we have no evidence that any information related to members of The Delbarton School community has been or will be misused, we still encourage you to remain vigilant and immediately report any suspicious activity or suspected misuse of your personal information.

**What You Can Do**

Massachusetts law 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. A security freeze may be placed free of charge. However, please be aware 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.

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Assistant Headmaster for Advancement

John Costa,  
Director of Technology

### Additional Important Information

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[www.experian.com/freeze](http://www.experian.com/freeze)  
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