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HARVARD | BUSINESS | SCHOOL

CHRISTOPHER PRINGLE  
INFORMATION SECURITY OFFICER AND  
MANAGING DIRECTOR OF IT COMPLIANCE

January 11, 2021

Name  
Address1  
City State Postal Code

Dear Name,

We are writing to inform you about a recent security incident that involved files containing your personal information and to provide you with an offer for free credit monitoring and a way to contact us if you would like additional information.

The personal information in the files included: Relevant Mergefields

It is always advisable to remain alert for possible fraud and identity theft by reviewing and monitoring your credit and financial account information for unauthorized activity. The enclosed "General Information About Identity Theft Protection" provides further information about steps that individuals can take. Federal regulatory agencies recommend vigilance for the next 12 to 24 months and that you report any suspected incidents of fraud to the relevant financial institution.

We are providing you with a two-year membership in Experian's® IdentityWorksSM monitoring product<sup>1</sup> at no cost to you. Details about this offer and your activation code are included in the enclosed "Details Regarding 24-Month Experian IdentityWorks Membership." If you have questions about the product, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332.

**FOR MORE INFORMATION**

Please email [dainquiry@hbs.edu](mailto:dainquiry@hbs.edu) or contact us at 617-998-2680 if you have any questions related to this letter.

Sincerely,

Christopher Pringle

Enclosures

<sup>1</sup> The opportunity to subscribe to these services is not intended to suggest that you are at substantial risk of harm.

## DETAILS REGARDING 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

The complimentary membership in Experian's® IdentityWorksSM provides you with identity detection and resolution of identity theft services. To activate this membership for monitoring your personal information please follow the steps below:

- Ensure that you enroll by April 30, 2021 (your code will not work after this date)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your activation code: Code
- Provide your Engagement #: B008379

A credit card is **not** required for enrollment in Experian IdentityWorks. You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.<sup>1</sup>
- **Credit Monitoring:** Actively monitors Experian, Equifax, and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms, and bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there is fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

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<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling.

<sup>2</sup> The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

It is always advisable to regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online ([www.annualcreditreport.com](http://www.annualcreditreport.com)), by calling toll free (877.322.8228), or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

- **Equifax:** P.O. Box 740241, Atlanta, GA 30374-0241 | 800.685.1111 | [www.equifax.com](http://www.equifax.com)
- **Experian:** P.O. Box 9532, Allen, TX 75013 | 888.397.3742 | [www.experian.com](http://www.experian.com)
- **TransUnion:** 2 Baldwin Place, P.O. Box 1000, Chester, PA 19016 | 800.916.8800 | [www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may contact the fraud department of the three major credit bureaus to request that a "fraud alert" be placed on your file. A fraud alert notifies potential lenders to verify your identification before extending credit in your name.

- **Equifax:** (Report Fraud) 800.685.1111
- **Experian:** (Report Fraud) 888.397.3742
- **TransUnion:** (Report Fraud) 800.680.7289

**Security Freeze for Credit Reporting Agencies:** You may request a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. 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. It is free to place, lift or remove a security freeze. You must separately place a security freeze on your credit report at each credit bureau. To do so, you must contact the credit bureaus by phone, mail, or secure electronic means:

- **Equifax:** P.O. Box 105788, Atlanta, GA 30348 | 800.349.9960 | [www.Equifax.com](http://www.Equifax.com)
- **Experian:** P.O. Box 9554, Allen, TX 75013 | 888.397.3742 | [www.Experian.com](http://www.Experian.com)
- **TransUnion:** P.O. Box 2000, Chester, PA 19106 | 888.909.8872 | [www.TransUnion.com](http://www.TransUnion.com)

To request a security freeze, you will need to provide the following:

- Your full name (including middle initial, Jr., Sr., Roman numerals, etc.)
- Social Security number
- Date of birth
- Address(es) where you have lived over the prior five years
- Proof of current address such as a current utility bill
- A photocopy of a government-issued ID card
- 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

If you request a freeze online or by phone, the agency must place the freeze within one business day. The credit bureaus have three business days after receiving a request by mail to place a security freeze on your credit report, and they must also send confirmation to you within five 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 freeze to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include (1) proper identification; (2) the PIN number or password provided to you when you placed the security freeze; and (3) 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.

You also have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf) or [www.ftc.gov](http://www.ftc.gov).

**Steps You Can Take if You Are a Victim of Identity Theft**

- **File a police report.** Get a copy of the report to submit to your creditors and others that may require proof of a crime.
- **Contact the U.S. Federal Trade Commission (FTC).** The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. File a report with the FTC by calling the FTC's Identity Theft Hotline: 877-IDTHEFT (438-4338); online at <http://www.ftc.gov/idtheft>; or by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580. Also request a copy of the publication, "Take Charge: Fighting Back Against Identity Theft" from [https://www.consumer.ftc.gov/articles/pdf-0009\\_identitytheft\\_a\\_recovery\\_plan.pdf](https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf)
- **Keep a record of your contacts.** Start a file with copies of your credit reports, the police reports, any correspondence, and copies of disputed bills. It is helpful to log conversations with creditors, law enforcement officials, and other relevant parties.

**Additional Steps to Avoid Identity Theft:** The FTC has further information about steps to take to avoid identity theft at: <http://www.ftc.gov/idtheft>; calling 877-IDTHEFT (438-4338); or write to Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.

**Massachusetts residents** are reminded that you have the right to obtain a police report and request a security freeze as described above. There is no charge to place a security freeze on your account; however, you may be required to provide the credit reporting agency with certain personal information (such as your name, Social Security Number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to its honoring your request.