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Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

April 12, 2021

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SAMPLE A. SAMPLE - L02
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789



Notice of Data Security Incident

Dear Sample A. Sample:

This letter informs you of a data security incident experienced by Columbia-Greene Community College (“the “College”/C-GCC”) that may have impacted your name and Social Security number. We have your information because you were registered with C-GCC as a student. The College takes the privacy and security of your information seriously, and sincerely apologizes for any concern or inconvenience. This letter contains information about the incident and steps being taken to protect your information.

What happened and what information was involved:

On February 18, 2021, the College suffered a cyber-attack that disrupted access to the system. The College engaged independent computer forensic experts to help determine what occurred, and whether any information was at risk. On March 2, 2021, the investigation determined that an unauthorized actor may have taken a file containing your name and Social Security number during the incident. No other information was impacted. Although the forensic experts have no evidence that your information was misused, the College wanted to let you know about this incident out of an abundance of caution.

What the College is doing:

The College wants to assure you that steps have been taken to prevent this kind of event from happening in the future. The College implemented a global password reset, disabled remote access, enabled multi-factor authentication, deployed active threat hunting and monitoring software tools, and will be retraining staff, faculty, and employees on recognizing and responding to suspicious computer activity. In addition, the College is offering identity theft protection services through Experian’s® IdentityWorksSM. This product provides you with access to robust protection and support to help you protect your personal information. A description of services and instructions on how to enroll are below and enclosed.

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What you can do:

The College encourages you to activate your membership and start monitoring your personal information. Please note that you must complete the enrollment process yourself, as no one can enroll you in these services on your behalf. For instructions on signing-up, please follow the steps below:

- **Enroll by June 30, 2021** (your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: ABCDEFGHI

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 (855) 896-4448 by **June 30, 2021**. Be prepared to provide engagement number **DB26460** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

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.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

While unlikely that your information could be misused, it is always a good idea to review and monitor your online accounts and credit card and bank statements, and immediately report any suspicious activity.

For more information:

If you have any questions or concerns, please call (855) 896-4448 Monday through Friday from 9 a.m. – 5 p.m. Eastern Time, and Saturday and Sunday from 11 a.m. – 8 p.m. Eastern Time. Your trust is a top priority for C-GCC, and the College deeply regrets any inconvenience or concern that this matter may cause you.

Sincerely,



Carlee R. Drummer
President
Columbia-Greene Community College

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** 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.