

Individual Email (sent 3/1/24)

Subject: 2024 MassArt Auction W9 Upload Alert

Hello **Artist Name**,

I am writing to notify you of a recent issue that may have caused some of the personally identifying information (PII) you recently provided to MassArt to be potentially accessible to unauthorized individuals for a brief period. As such, I want to share with you the following information and resources.

On February 16, 2024, an email was sent to MassArt Auction artists, requesting that they upload W-9 tax forms to facilitate consignment payments. An incorrect link was provided and may have created the possibility for unauthorized access to submitted information. Our records indicate you uploaded your W-9 form into this folder.

Once we were made aware of this, we immediately deleted the incorrect link, and applied appropriate security permissions to the uploaded files. The folder in question is no longer accessible, and the W9 you originally submitted is now secure, and not subject to unauthorized access.

We deeply regret that this error occurred and want you to know the protection of your data is a priority. While the likelihood your information was accessed is low, we want to offer you a complimentary two-year membership to Experian IdentityWorksSM. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Experian IdentityWorksSM is completely free to you and enrolling in this program will not hurt your credit score.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for 24 months 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by May 31, 2024** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorksSM website to enroll:
<https://www.experianidworks.com/credit>
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorksSM online, please contact Experian's customer care team at 1-877-890-9332 by **May 31, 2024**. Be prepared to provide engagement number **B117437** 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 IdentityWorksSM. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorksSM :

- **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 specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM**: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorksSM membership has expired.
- **\$1 Million Identity Theft Insurance^{**}**: Provides coverage for certain costs and unauthorized electronic fund transfers.

Under Massachusetts law, you may also place a security freeze on your credit reports, free of charge. 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze. You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com).

To place a security freeze on your credit report, you may send a written request by regular, certified, or overnight mail to the address below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, use the contact information below:

- Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, 1-800-349-9960, www.equifax.com/personal/credit-report-services
- Experian Security Freeze: P.O. Box 9554, Allen, TX 75013, 1-888-397-3742, www.experian.com/freeze/center.html
- TransUnion Security Freeze: P.O. Box 160, Woodlyn, PA 19094, 1-888-909-8872, www.transunion.com/credit-freeze

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

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, the addresses where you have lived over the prior five years;
5. Proof of your current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible copy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security card, pay stub, or W2; and/or
8. If you are a victim of identity theft, include a copy of the report or complaint you filed with the police or law enforcement agency (under Massachusetts law if you are the victim of identity theft, you have the right to file a police report and obtain a copy of it.)

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. 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. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze. To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including 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. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for

requests made online) and three (3) business days (for requests made by mail) 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 make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide 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 been one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

We value the trust you place in MassArt and we take our responsibility to safeguard your personal information seriously. We apologize for any inconvenience this error might cause and have taken steps to help prevent a future occurrence.

Thank you in advance for your understanding in this matter. If you have any questions or if I can be of further assistance, please do not hesitate to contact me at kcalnan@massart.edu or 617-879-7012.

Sincerely,

A rectangular box containing a handwritten signature in cursive script, which appears to read "Kathryn A. Calnan".

Kathryn A. Calnan
Interim Associate Vice President for Institutional Advancement