

Simmons University  
300 The Fenway  
Boston, MA 02115

February 18, 2022

[[Name]]  
[[Street]]  
[[City]]

Dear [[NAME]]:

At Simmons University, we take very seriously the responsibility of ensuring the privacy and security of the personal information we maintain. I am writing to follow up on our recent Service Desk call to you regarding the compromise of your username and password, which we brought to your attention during the past few weeks. You received an email at your Simmons email address that included a phishing web link. Your credentials were compromised by clicking on that link and entering your Simmons username and password, in combination with a Duo Passcode. We determined that the compromise of your credentials resulted in unauthorized access to your Workday account on January 21, 2022. Our investigation determined that access to your Workday account did not result in a disclosure of your Social Security Number or other Government-issued Identification Numbers, however, unauthorized access to Workday may allow the viewing of information that may be of value to you.

To date, there is no evidence to suggest identity fraud or improper use of your information as a direct result of this incident.

This letter provides proactive measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze on your credit files, and/or obtaining a free credit report. Additionally, it is considered best practice to always remain vigilant in regularly reviewing your financial account statements and credit reports for fraudulent or irregular activity.

We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information.

If you have further questions, please contact me via email, [richard.phung@simmons.edu](mailto:richard.phung@simmons.edu), or phone, 617-521-2692.

Sincerely,



Richard Phung  
Asst. Director, Infrastructure Operations & Security  
Information Security Officer

## OTHER IMPORTANT INFORMATION

### Placing a Fraud Alert on Your Credit File.

You may place an initial 1-year “fraud alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts.

To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax P.O. Box 105788 Atlanta, GA 30348 <a href="https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/">https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/</a> (800) 525-6285	Experian P.O. Box 9554 Allen, TX 75013 <a href="https://www.experian.com/fraud/center.html">https://www.experian.com/fraud/center.html</a> (888) 397-3742	TransUnion LLC P.O. Box 6790 Fullerton, PA 92834-6790 <a href="https://www.transunion.com/fraud-alerts">https://www.transunion.com/fraud-alerts</a> (800) 680-7289
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### Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization.

You may place a security freeze on your credit report by sending a request in writing or by mail, to all three nationwide credit reporting companies. To find out more about how to place a security freeze, you can use the following contact information:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a> (800) 349-9960	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 <a href="https://experian.com/freeze">https://experian.com/freeze</a> (888) 397-3742	TransUnion Security Freeze P.O. Box 2000 Chester, PA 19016 <a href="https://www.transunion.com/credit-freeze">https://www.transunion.com/credit-freeze</a> (888) 909-8872
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In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit monitoring company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze. If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside. If you do place a security freeze prior to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

**Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at [www.annualcreditreport.com](http://www.annualcreditreport.com).

Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

**Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly. If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report.

Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

**Massachusetts Residents:**

Under Massachusetts law, residents of the Commonwealth have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.