

**EXHIBIT A**

December , 2022

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Dear «First»,

As part of the duties of Northeastern University's Office of Information Security (OIS), we are writing to alert you of an incident involving the loss of certain files that may have contained your personal information. In August 2022, in connection with an office move, a faculty member disposed of certain student files by putting them into university managed recycling bins. The files, which were maintained by staff at the School of Nursing's Direct Entry program, were not intended for disposal and were not shredded prior to their disposal. We believe the files may have contained portions of your education records (such as application materials, clinical evaluation forms, course information, and information pertaining to licensing applications). It is possible that these files may have contained your social security number, date of birth, address information, vaccination records, and/or your NU ID number.

Upon learning of the incident, OIS immediately investigated the circumstances, together with the University's Office of General Counsel. We have determined that this incident was not the result of any system failure, compromise, or attempts by external actors to steal data, but solely due to human error. While we have no evidence that your information has been misused or further disseminated, we wanted to inform you as soon as possible of what happened and assure you that we are taking steps to ensure this error does not occur again. Attached to this letter is further information about steps you may want to take to protect your personal information. We are also offering you two-years of complementary credit monitoring services from Experian IdentityWorksSM. Information on how to access those services is attached to this letter.

We apologize for the inconvenience and concern this situation may cause you. Northeastern University takes the privacy of your personal information very seriously and takes great steps to safeguard such information, including requiring all faculty and staff to abide by University Policies mandating the safeguarding and proper disposal of paper files that contain personally-identifying information. We will continue to work with college personnel to strengthen processes and increase awareness around handling of information. If you have further questions or concerns, please feel free to contact the Office of Information Security at 617.373.HELP [4357] or ois@northeastern.edu.

Most sincerely,

Cole W. Campese

Vice President for Information Technology & Chief Information Officer

Encl.

STEPS YOU CAN TAKE TO PROTECT YOUR IDENTITY

Security freeze. A security freeze prohibits a credit reporting agency from releasing any information from your 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.

To place a security freeze on your file, you must contact each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). You may place a security freeze by mail, through each of the consumer reporting agencies' websites, or over the phone, using the contact information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

When requesting a security freeze, you will need to provide information to confirm your identity. This may require providing include some or all of the following information to the credit reporting agency:

- 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 current address, such as a current utility bill, telephone bill, rental agreement, or deed;
- 6) A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
- 7) Social Security Card, pay stub, or W2;
- 8) 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.

A security freeze request made by phone or online will be effective within one year. Requests by mail take up to three business days from when the bureau receives it. The credit reporting agencies will provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the temporary lifting or permanent removal 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.

A security freeze will remain in effect until you ask the credit reporting bureau to temporarily lift or fully remove it. If you make the request online or by phone, a credit bureau must lift a security freeze within one hour. If you make the request by mail, a bureau must lift the freeze no later than three business days after receiving your request. There is no charge for placing, lifting, or removing a security freeze.

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);
- 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. 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 listed above

Check your credit report. It is a good idea to check your credit report to make sure your information is correct and up to date. Federal law gives you the right to get a free credit report from each of the three nationwide credit bureaus (Equifax, Experian, and TransUnion) every twelve months. You can do so by visiting www.annualcreditreport.com or by calling 1-877-322-8228. Additionally, through December 2023, everyone in the U.S. can get a free credit report each week from all three nationwide credit bureaus (Equifax, Experian, and TransUnion) at AnnualCreditReport.com.

Complementary Credit Monitoring. Northeastern University has contracted with Experian IdentityWorksSM to provide you complementary access to 2 years of credit monitoring. Please see the following page for information on those services and how to access them.

More help from the Federal Trade Commission. For more guidance on steps you can take to protect yourself from identity theft, you can reach out to the U.S. Federal Trade Commission at www.ftc.gov/idtheft or <https://consumer.ftc.gov>.

For Massachusetts residents, you have the right under Massachusetts law 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.

For residents of North Carolina, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and www.ncdoj.gov. You are also advised to report any suspected identity theft to law enforcement or to the North Carolina Attorney General.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months. Some information about the services offered and how to access them are below. More information about these services can be found at [\[Enrollment URL\]](#)

To take advantage of these services, please follow the steps below:

- Ensure that you **enroll by** [\[Enrollment End Date\]](#) (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [\[Enrollment URL\]](#)
- Provide your **activation code**: [\[Activation Code\]](#)

Please note that a credit card is not required for enrollment in Experian IdentityWorks.

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

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 IdentityWorks online, please contact Experian's customer care team at [\[Experian TFN\]](#) by [\[Enrollment End Date\]](#). Be prepared to provide engagement number [\[B#####\]](#) as proof of eligibility for the Identity Restoration services by Experian.

* 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.