



29121

[Return Address]  
[Return Address]

[Date]

[Insert Recipient's Name]  
[Insert Address]  
[Insert City, State, Zip]

***RE: Important Security Notification***  
***Please read this entire letter.***

Dear [Insert customer name]:

We are contacting you regarding a data security incident that has occurred from January 10<sup>th</sup>, 2023, thru February 27<sup>th</sup> 2023 at National Aviation Academy. This incident involved your name, address, social security number as well as you 1098-T tax document. As a result, your personal information may have been potentially exposed to others. Please be assured that we have taken every step necessary to address the incident.

On February 22<sup>nd</sup> it was brought to our attention that due to a system misconfiguration in the NAA Student Portal, a student was erroneously granted access to your student information. We wanted to reach out to inform you of what we are doing to protect you and what you can do to protect yourself.

Please be advised that we have already taken precautionary steps to mitigate the likelihood of unauthorized use of your personal information and to reduce the possibility of any future similar occurrences. We have temporarily disabled access to the NAA Student Portal as well as updates our processes and procedures.

**What we are doing to protect your information:**

To help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information 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: [URL]
- Provide your **activation code:** [code]

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 [customer service number] by [enrollment end date]. Be prepared to provide engagement number [engagement #] 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.

If you believe there was 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 [\[customer service number\]](#). 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 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact Amber Teeple at (727) 499-4104 or via email at [NAACares@naa.edu](mailto:NAACares@naa.edu).

Sincerely,

Pam Van Sant  
President and CEO  
National Aviation Academy

\* 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.