

March 20, 2023

Dear «FIRST_NAME» «LAST_NAME»,

The University of Massachusetts Amherst (“University”) hereby notifies you that your personally identifiable protected data may have been accessed without authorization on or about November 8, 2022. Since the breach, our IT and Legal Counsel teams have completed an extensive review which found that this was an isolated incident which does not pose a continuing threat to our data infrastructure. The matter was a result of a sophisticated phishing scheme and the employee targeted has been provided additional training. The University takes its obligation to safeguard the personally identifiable protected data entrusted to it very seriously, and therefore, brings this situation to your attention.

The University has contracted with a credit monitoring services firm and will pay for twenty-four months of service for you if you elect to obtain this service through the University. If you would like to enroll in this service, please go to <https://www.experianidworks.com/3bcredit> and enter the code «**Code**» on or before May 31, 2023.

Under Massachusetts law, you have the right to obtain any police report filed regarding 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.

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 your credit report without written authorization. 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 credit report, you may send a written request to each of the three major reporting agencies by regular, certified, or overnight mail or by contacting the agencies by telephone or using their websites, as listed below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-349-9960
www.equifax.com/personal/credit-report-services/credit-freeze/

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
1-888-909-8872
Fullerton, CA 92834
www.transunion.com/credit-freeze

To request a security freeze, you will need to provide the agency(ies) with following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Your Social Security Number
3. Your Date of birth
4. All addresses where you have lived during the past five years
5. Proof of your current address such as a current utility bill or telephone bill
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 W-2
8. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identify theft.

The credit reporting agencies have one to three business days after receiving your request to place a security freeze on your credit report, based on the method of your request. The credit bureaus must also send written confirmation to you within five 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 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 provided above in this letter. You must provide proper identification (including name, address, and social security number) and the PIN number or password provide to you when you placed the security freeze as well as the identity 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 hour (for requests made online) and three

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 send a written request to each of the three credit bureaus 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 between 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 understand that any compromise of personal data is upsetting. As always, the [Employee Counseling and Consultation Office](#) (ECCO) is available to provide support. The university is taking this matter seriously and will continue its work to enhance data security.

Offices of Human Resources and Information Technology

