



THE CITADEL

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To:

From:

Subject:

Date:

We are writing to inform you of a recent security breach at The Citadel.

On September 8, 2023, The Citadel learned a folder was available on the school's campus-wide network which contained files with certain personally identifiable information. The files were produced by the schools' Office of Admissions, but stored in a folder created by the Office of Multicultural Services. The files included applications to The Citadel and high school transcripts. These files contained applicant names, home addresses, birth dates, and social security numbers. Your file was among these documents.

The files were created in 2021. Upon discovering their availability, The Citadel immediately moved them to a secure location on the school's servers. Between 2021 and September 8, 2023, however, the files were available to anyone who had access to The Citadel's network. The files were not available to the general public, but they were available to anyone with a Citadel email address and password during this time period.

At this time, we have no evidence that any unauthorized person retrieved any personal information. School information security personnel who investigated this incident consider this unlikely. Nonetheless, we take very seriously our obligation to safeguard personal information entrusted to us; and, therefore, we deem it necessary to bring this situation to your attention.

The Citadel understands you may have questions regarding this situation and its impact on your personal data security. The Citadel has designated *Len Niebo* to assist individuals with questions and concerns. Please contact Mr. Niebo at 843-953-8620 or at LNiebo@citadel.edu if you have further questions or concerns.

Thank you for your understanding.

Len Niebo
Chief Information Officer, The Citadel

Cc: Attorney General of Massachusetts
Director of Consumer Affairs and Business Regulations

Office of Information Technology Services

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STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll in Credit Monitoring / Identity Protection

Monitor Your Accounts

You may also obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report, once every 12 months, from each of the agencies above. You can also order a free credit report by visiting www.annualcreditreport.com, by calling toll-free at 1-877-322-8228, or by mailing a completed Annual Credit Report Request Form to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The form is available at <https://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>

We suggest that you review your credit reports carefully for any unusual or suspicious activity, including accounts you did not open, inquiries from creditors with whom you have had no contact, and mistaken personal information such as a changed home address or Social Security number. If you see anything that you do not understand, please report it to the credit reporting agency immediately. Even if you do not find signs of fraud on your reports, we recommend that you check your credit reports over the next year and keep the fraud alert in place to protect yourself further from identity theft.

Place Fraud Alert or Credit Freeze

To protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files. You may do so at no cost. A fraud alert is designed to let creditors know to contact you before opening new accounts. Upon seeing a fraud alert, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. To place a fraud alert on your credit files, please contact one of the three following agencies and request that the fraud alert be placed with all such agencies. You should then receive letters from each of the agencies with instructions on how to obtain a free copy of your credit report from each agency.

As an alternative to a fraud alert, you have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;

6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.marylandattorneygeneral.gov. [] may be contacted at [].

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit "prescreened" offers of

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credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, FTC, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For New York residents, the New York Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [x] Rhode Island residents impacted by this incident.

For Washington, D.C. residents, the District of Columbia Attorney General may be contacted at 441 4th Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>.



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