



C/O ID Experts  
10300 SW Greenburg Rd. Ste. 570  
Portland, OR 97223

<<FirstName>> <<LastName>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

<<Date>>

## Notice of Data Breach

Dear <<FirstName>>:

We are contacting you regarding an incident involving the theft of a laptop that contained your personal information.

### What Happened?

On January 13, 2017, two unencrypted laptops were stolen from the home of a University of California, Santa Cruz (UC Santa Cruz) researcher/instructor. The theft was discovered the same day and a police report was filed, but at this time no items have been recovered. Our investigation confirmed that the stolen laptop contained copies of your UC Santa Cruz narrative evaluations. There is no indication that the student information was the intended target.

### What Information Was Involved?

These UC Santa Cruz narrative evaluations dating from 2000 to 2004 contained personally identifiable information including your name and Social Security Number (SSN) (which was used as the Student ID number prior to 2005). In addition to SSN, student record information including grades, narrative evaluations and email addresses were on the stolen laptops. The data was not encrypted.

### What We Are Doing.

We wanted to let you know this happened and assure you we take it very seriously. We have no evidence indicating that your personally identifiable information has been accessed or utilized, nonetheless, UC Santa Cruz is informing those possibly impacted. To prevent something like this from happening in the future, we are reinforcing education and training for our faculty regarding best practices to protect against theft and the importance of protecting personally identifiable information through appropriate data security measures.

In addition, we are offering identity theft protection services through ID Experts®, a data breach and recovery services vendor, to provide you with MyIDCare. ID Experts fully managed recovery services will include: 12 months of Single-Bureau Credit Monitoring, a \$1,000,000 insurance reimbursement policy for out of pocket expenses related to identity theft, exclusive educational materials and complete access to their fraud resolution representatives. With this protection, ID Experts will work on your behalf to resolve issues if your identity is compromised.



**What You Can Do.**

We encourage you to enroll in the free services by using this access code <<CODE>> here: <<URL>>. For enrollment support via phone, ID Experts is available Monday through Friday from 6 am - 5 pm Pacific Time. They can be reached at <<TFN>>. Please note that the deadline to enroll is <<Date>>.

The Department of Education's Office of Inspector General maintains a website describing steps students may take if they suspect they are a victim of identity theft at <http://www.ed.gov/about/offices/list/oig/misused/idtheft.html>; and <http://www.ed.gov/about/offices/list/oig/misused/victim.html>.

**For More Information.**

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference your access code when calling or enrolling on the website, so please do not discard this letter.

**Your Access Code: <<CODE>>**

Please call <<TFN>> or go to <<URL>> for assistance or for any additional questions you may have.

Sincerely,

University of California Santa Cruz

(Enclosure)



## Recommended Steps to help Protect your Information

**Please Note: No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.**

**1. Website and Enrollment.** Go to <<[URL](#)>> and follow the instructions for enrollment using your Access Code provided above. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive MyIDCare Member Website where you will find other valuable educational information. You will receive 12 months of membership services from the date of your enrollment. Members will receive communication when their coverage is nearing expiration and have the option to continue services at their own expense.

**2. Activate the credit monitoring** provided as part of your MyIDCare membership, which is paid for by University of California, Santa Cruz. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.

**3. Telephone.** Contact MyIDCare at <<[TFN](#)>> to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in MyIDCare, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with MyIDCare, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned a MyIDCare Recovery Advocate who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:



## Credit Bureaus

Equifax Fraud Reporting  
1-800-525-6285  
P.O. Box 740256  
Atlanta, GA 30374-0241  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting bureau. The Credit Bureau may charge a fee of up to \$5.00 to place a freeze, lift, or remove a freeze. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.privacy.ca.gov](http://www.privacy.ca.gov)) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.com/](http://www.ncdoj.com/), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TDD: 1-202-326-2502.