*Sample of letter sent to those affected*

Re: **Important Notice About YOUR PERSONAL INFORMATION**

I am writing to explain a recent security incident that involves your personal information. During an internal security audit, we discovered that an employee’s email box was compromised, resulting in a copy of emails being surreptitiously sent to an external address from late 2018 to April of this year. Your name and Social Security number were involved in the incident. 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 turned off the ability to automatically forward emails outside our system and we have put into place multi-factor authentication for access to email accounts.

Unfortunately, security incidents occur at many companies and organizations and are frequently in the news. Hackers target entities with personal information and some incidents involve thousands or even millions of persons’ information.

We believe this letter provides you with the information you need, but please do not hesitate to call us at **1-800-659-2080** and ask for Egan Hanson, Vice President of Financial Aid and Default Management, so that we can discuss this situation with you. You may also contact us at 6225 Ulmerton Rd. Clearwater, FL 33760/phone 727-531-2080, <https://www.naa.edu> or via email at NAACares@NAA.edu We will assist you in the steps you can take to protect yourself from possible unauthorized use of your personal information.

To help protect your identity, we are offering a complimentary two-year membership of Experian’s® IdentityWorksSM. This product provides you with 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**: **9/30/2019** (Your code will not work after this date.)
* Visit the Experian IdentityWorks website to enroll:  [https://www.experianidworks.com/credit](https://us-east-2.protection.sophos.com?d=experianidworks.com&u=aHR0cHM6Ly93d3cuZXhwZXJpYW5pZHdvcmtzLmNvbS9jcmVkaXQ=&e=cHZhbnNhbnRAbmFhLmVkdQ==&t=bWNTUE1obzlrTUtNd2pFT3NIWHdUY0U3R09XYW5PQ0pVU2hiMmQxNk9Jbz0=)
* Provide your **activation code**: **RB8C4M5XC**

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 877-890-9332 by 9/30/2019.  Be prepared to provide engagement number DB13102**  **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.[[1]](#footnote-1)\*
* **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 ExtendCARETM**: 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 877-890-9332.  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 one year 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 want to make sure you are aware of the resources that are available to you and work with you to diminish the inconvenience you may experience. Please do not hesitate to call us at 1-800-659-2080, and ask for Egan Hanson, Vice President of Financial Aid and Default Management, **so** that we may continue to assist you.

Sincerely,



**Pamela Van Sant**

*President/Chief Operating Officer*

**Additional Steps for Protection**

While we are taking actions to protect you, there are also steps you may wish to take to protect yourself and resources that may assist you.

You should be vigilant for the next 12 to 24 months, for example, by carefully reviewing your credit reports and bank, credit card and other account statements. If you discover suspicious activity on your credit report, your accounts or by any other means, you may wish to contact law enforcement and file a police report of identity theft. Also, please notify us of any suspicious activity.

You may contact the fraud departments of the three major credit reporting agencies to discuss your options. You have the right to place a free 90-day fraud alert on your credit file. A fraud alert lets creditors know to contact you before opening new accounts. It also may delay your ability to obtain credit. To place a fraud alert on your credit report contact the three credit reporting agencies below.

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| **Equifax Credit**  **Information Services, Inc.** P.O. Box 105788 Atlanta, GA 30348  (888) 766-0008  www.equifax.com | **Experian** P.O. Box 9554 Allen, TX 75013  (888) 397-3742  www.experian.com | **TransUnion Fraud**  **Victim Assistance Department** P.O. Box 6790 Fullerton, CA 92834  (800) 680-7289  www.transunion.com |

You can also obtain information from these sources about security freezes. You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

**Experian Security Freeze**, P.O. Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)

**TransUnion Security Freeze**, P.O. Box 160, Woodlyn, PA 19094, [www.transunion.com](http://www.transunion.com)

**Equifax Security Freeze**, P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)

To request a security freeze, you will need to provide the following information:

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 years, provide the addresses where you have lived over the prior five years
5. Proof of 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. 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 identity theft

The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to place a security freeze on your credit report. 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.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN number or password provided 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 or the specific period of time you want the credit report available. The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the three credit bureaus and include 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 one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to remove the security freeze.

**Fair Credit Reporting Act:** You also have rights under the federal Fair Credit Reporting Act, which promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. The FTC has published a list of the primary rights created by the FCRA (https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf), and that article refers individuals seeking more information to visit www.ftc.gov/credit. The FTC’s list of FCRA rights includes:

* You have the right to receive a copy of your credit report. The copy of your report must contain all the information in your file at the time of your request.
* Each of the nationwide credit reporting companies – Experian, TransUnion and Equifax – is required to provide you with a free copy of your credit report, at your request, once every 12 months.
* You are also entitled to a free report if a company takes adverse action against you, like denying your application for credit, insurance, or employment, and you ask for your report within 60 days of receiving notice of the action. The notice will give you the name, address, and phone number of the credit reporting company. You are also entitled to one free report a year if you are unemployed and plan to look for a job within 60 days; if you’re on welfare; or if your report is inaccurate because of fraud, including identity theft.
* You have the right to ask for a credit score.
* You have the right to dispute incomplete or inaccurate information.
* Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
* Consumer reporting agencies may not report outdated negative information.
* Access to your file is limited and you must give your consent for reports to be provided to employers.
* You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.
* You may seek damages from violators.
* Identity theft victims and active duty military personnel have additional rights.

You may wish to learn more about identity theft. The Federal Trade Commission has on-line guidance about the steps that consumers can take to protect themselves against identity theft. You may also obtain information about steps you can take to avoid identity theft from the following:

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| **For all US Residents:**  **Federal Trade Commission**  Consumer Response Center 600 Pennsylvania Avenue, NW Washington, DC 20580  (877) FTC-HELP or (877) 382-4357)  http://www.ftc.gov | **For Maryland Residents:**  **Maryland Office of the Attorney General** 200 St. Paul Place Baltimore, MD 21202  (888)-743-0023  http://www.oag.state.md.us/index.htm |
| **For North Carolina Residents:**  **NC Attorney General’s Office**  **Consumer Protection Division** 9001 Mail Service Center Raleigh, NC 27699-9001  (919) 716-6000  http://www.ncdoj.gov/ | **For Rhode Island Residents: Rhode Island Office of the Attorney General**  150 South Main Street  Providence, RI 02903  (401) 274-4400  http://www.riag.ri.gov/ |

Iowa residents may report suspected incidents of identity theft to local law enforcement or to the Iowa Attorney General.

1. Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions [↑](#footnote-ref-1)