

# ReedSmith

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May 2, 2008

Office of the Attorney General  
One Ashburton Place  
Boston, Massachusetts 02108

Office of Consumer Affairs and Business  
Regulation  
Ten Park Plaza, Suite 5170  
Boston, Massachusetts 02116  
Attn: Director, Undersecretary Daniel Crane

RE: Stolen Laptop


Dear Sir/Madam:

Recently, a laptop computer was stolen from an employee of SunGard Higher Education, an entity which provides software, technical support, strategic consulting, and technology management for one of Reed Smith LLP's clients, Argosy University. The theft occurred on March 13, 2008 and Argosy University was notified of the incident on April 10, 2008. The computers were password protected and we have no reason to believe the thief was targeting any information on the computers, rather the computers themselves.

Information about residents of your State, including name, social security number, and address may have been contained in information on this computer. Argosy University is taking steps to address this incident. Specifically, Argosy University has informed law enforcement authorities and undertaken a review of its security procedures. While the police have been notified, no formal criminal charges have been filed against any indentified suspect. In addition, Argosy University has provided notice to twenty-two (22) residents of your State (see form of notice attached.) A copy of this notice was reviewed by Scott Schafer, Assistant Attorney General, on April 23, 2008 and approved with his revisions.

If you have any questions about this matter, please feel free to contact me.

Very truly yours,

  
Ryan L. DiClemente

Enclosures



Argosy University  
20 North Clark Street  
Chicago, Illinois 60603

April 24, 2008

██████████

Re: Stolen Laptop

Dear ██████████

SunGard Higher Education notified Argosy University on April 10, 2008 that a laptop computer was stolen on March 13, 2008 from an employee of SunGard Higher Education which contained personal information about students at several institutions of higher education, including Argosy University. SunGard Higher Education provides software and support, systems implementation and integration, strategic consulting, and technology management services to help colleges and universities build, unify, and manage their digital campuses, and has provided such services to Argosy University. SunGard Higher Education analyzed the backup data from the laptop and determined that the stolen laptop contained data from projects with Argosy University. Argosy University and SunGard Higher Education worked together to further analyze that data. That analysis concluded that information about random samplings of Argosy University students who may have applied for financial aid in 2001, 2002 and/or 2004 was on the computer.

If you are receiving this letter, the analysis confirmed the laptop contained your name, social security number, and, in many cases, your address. The computer was password protected with a strong password, and we have no evidence to suggest that your personal information was actually accessed. The theft has been reported to the police but the laptop has not been recovered.

SunGard Higher Education has issued the following statement and apology:

MALVERN, Pa., April 22, 2008 — A laptop containing personally identifiable information was stolen from a SunGard Higher Education employee on March 13, 2008. Brian Madocks, chief executive officer of SunGard Higher Education today issued the following statement: "On behalf of SunGard Higher Education, I apologize unreservedly to the individuals and institutions affected.

"While we are not aware of any personally identifiable information having been misused, we are treating this incident as a serious matter. We are offering a number of services to our customers and affected individuals to help protect them against identity theft. We are offering paid credit monitoring to each individual with personally identifiable information on the stolen laptop, have established an information center to answer calls, and have established a [website](#) containing information regarding this incident and how to protect identity. We continue to

work closely with our customers to help them notify affected individuals and make them aware of the services available to them.

“Upon notification of the theft, we commenced a series of diagnostic procedures to determine whether the laptop contained personally identifiable information. We notified impacted customers of our findings commencing April 9, 2008 and we are working with them to send notifications letters to the affected individuals. Our investigation continues and our security specialists remain focused on analyzing the files to determine if additional individuals or institutions have been affected. We will continue to work with our customers throughout this process and will notify them if more personally identifiable information is discovered.

“Our customers trust us to take care of their confidential information and we understand that an event like this challenges their trust in us. We have comprehensive policies and procedures in place to safeguard sensitive customer and personal information and we have provided training to our employees on the importance of protecting this type of information. As a result of this incident, we are reviewing our security policies and procedures and will continue to dedicate resources to the resolution of this incident as we work to regain the confidence of our customers,” stated Mr. Madocks. “Again, on behalf of SunGard Higher Education, I apologize to each of the individuals and institutions affected by this incident.”

SunGard Higher Education is taking steps to address this incident. Specifically, SunGard Higher Education immediately informed law enforcement authorities and has undertaken a review of its security procedures. They created a website at [www.sungardhe.com/laptoptheft](http://www.sungardhe.com/laptoptheft) and are staffing an information line at 1-866-520-2408 to provide you with information regarding the incident. Argosy students with questions, who would like to speak with a representative of Argosy University, may wish to contact Michael Falotico, Vice President of Academic Operations and Student Services at 1-312-279-3821 or at [mfalotico@argosy.edu](mailto:mfalotico@argosy.edu).

Because you are receiving this letter you can obtain your free credit report by calling 1-877-322-8228, or by sending a completed request form to:

Annual Credit Report Request Service  
P.O. Box 105281  
Atlanta, GA 30348-5281

Request forms available online at:

<https://www.annualcreditreport.com/cra/requestformfinal.pdf>

I recommend that you review your credit reports for any unauthorized activity. If you see anything you do not understand (for example, accounts you did not open, inquiries from creditors that you did not initiate or personal information, such as home address and social security number that is not accurate), you should call the credit bureau agency at the telephone number listed on your credit report.

If you do find suspicious activity on your credit reports, I recommend that you call your local police or sheriff's office, file a police report of identify theft, and get a copy of the police report.

You may need to give copies of the police report to creditors to clear up your records. Even if you do not find any signs of fraud on your reports, you should remain vigilant and check your credit reports regularly.

To learn more about how to protect yourself against identity theft, please visit the Federal Trade Commission's Web site <http://www.ftc.gov/bcp/edu/microsites/idtheft/> or call the Federal Trade Commission at 1-877-IDTHEFT (1-877-438-4338).

The addresses of the major consumer reporting agencies are:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
1-800-525-6285	1-888-397-3742	1-800-680-7289
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>
P.O. Box 740241	P.O. Box 2002	P.O. Box 6790
Atlanta, GA 30374	Allen, TX 75013	Fullerton, CA 92834

For additional assistance on steps to avoid identity theft, write to or call:

Federal Trade Commission  
Bureau of Consumer Protection  
Division of Privacy and Identity Protection  
600 Pennsylvania Avenue, N.W.  
Washington, D.C. 20580  
1-877-438-4338  
<http://www.ftc.gov/bcp/edu/microsites/idtheft/>

Or, if you are a resident of Maryland, to:

Office of the Attorney General  
Consumer Protection Unit  
Identity Theft Division  
200 St. Paul Place  
Baltimore, Maryland 21202  
1-888-743-0023

If you are a Massachusetts citizen:

You have a right to request a "security freeze" on your consumer report. The security freeze will prohibit a consumer reporting agency from releasing any information in your consumer report without your express authorization. A security freeze shall be requested by sending a request either by certified mail, overnight mail or regular stamped mail to each of the consumer reporting agencies, or as authorized by regulation. The security freeze is designed to prevent credit, loans or services from being approved in your name without your consent. You should be aware that using a security freeze may delay, interfere with, or prevent the timely approval of any subsequent request or application you make regarding new loans, credit, mortgage, insurance, government services or payments, rental housing, employment, investment, license, cellular phone, utilities, digital signature, internet credit card transactions, or other services, including an extension of credit at point of sale. To request a security freeze the addresses of the major consumer reporting agencies are:

**Equifax Security  
Freeze**  
P.O. Box 105788  
Atlanta, GA 30348

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

**TransUnion Fraud Victim  
Assistance Department**  
P.O. Box 6790  
Fullerton, CA 92834

Each consumer reporting agency may charge you \$5.00 to put a security freeze on your file, unless you have been the victim of identity theft. For each consumer reporting agency, you must:

- Send a letter by mail;
- Provide your full name (including middle initial as well as Jr., Sr., II, III, etc.), address, Social Security number, and date of birth;
- If you have moved in the past 5 years, supply the addresses where you have lived over the prior 5 years;
- Provide proof of current address such as a current utility bill or phone bill;
- Send a photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
- If you are not a victim, include payment by check, money order or credit card (Visa, Master Card, American Express, or Discover cards only).

When you place a security freeze on your consumer report, within 5 business days of receiving your request for a security freeze, the consumer reporting agency shall provide you with a personal identification number or password to use if you choose to remove the freeze on your consumer report or to authorize the release of your consumer report to a specific party or for a specified period of time after the freeze is in place. To provide that authorization, you must contact the consumer reporting agency and provide the following:

1. The personal identification number or password provided by the consumer reporting agency;
2. Proper identification to verify your identity; and
3. The third party or parties who are to receive the consumer report or the specified period of time for which the report shall be available to authorized users of the consumer report.

A consumer reporting agency that receives a request from a consumer to lift a freeze on a consumer report shall comply with the request not later than 3 business days after receiving the request. Each consumer reporting agency may charge you as much as \$5.00 to temporarily lift the security freeze.

A security freeze shall not apply to a person or entity, or to its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account, that requests information relative to your consumer report for the purposes of reviewing or collecting the account, if you have previously given consent to the use of your consumer report. "Reviewing the account" includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

Please note: neither Argosy nor SunGard can order a credit report for you, nor put a security freeze on your account.

On behalf of SunGard Higher Education and Argosy University, I extend my sincerest apologies for any inconvenience this incident may cause.

Sincerely,

A handwritten signature in black ink, appearing to read 'Craig D. Swenson', with a long horizontal flourish extending to the right.

Craig D. Swenson, Ph.D  
University President

April 29, 2008



Dear [REDACTED]:

In conjunction with the laptop theft incident about which Argosy University recently wrote, one year of credit monitoring service is being provided at no cost to you. ConsumerInfo.com, Inc., an Experian® company, has been selected to provide you with credit monitoring. This credit monitoring product known as Triple Alert<sup>SM</sup> will identify and notify you of key changes in your three national credit reports that may indicate fraudulent activity. Your complimentary 12 month membership includes:

- Monitoring all three credit files with Experian, Equifax® and TransUnion® – everyday
- Email alerts of key changes indicating possible fraudulent activity – within 24 hours
- Monthly "No Hit" alerts, if applicable
- Dedicated team of fraud resolution representatives for victims of identity theft
- \$25,000 identity theft insurance with no deductible\*

\*Due to New York state law restrictions, identity theft insurance coverage cannot be offered to residents of New York.

To obtain a credit monitoring activation code, please contact the laptop theft information center at 866.520.2408. You will be asked to provide your name, address, and your four-digit personal identification number (PIN). The PIN assigned to you is: [REDACTED]

Once you have called the information center and have received your activation code, please visit <http://partner.consumerinfo.com/start>. You will be prompted to enter the activation code and you will be instructed on how to initiate your online membership. You have until August 1, 2008 to activate this membership, which will continue for 12 full months from the date of activation. We encourage you to activate your credit monitoring membership quickly.

SunGard Higher Education will not make personal or automated phone calls to affected individuals about this incident. In other cases of identity theft, people have reportedly been contacted by individuals claiming to represent the affected organization and then asking for personal information, including Social Security numbers and/or credit card information. Please always be cautious if somebody asks you for your Social Security number, credit card information, bank information or other personal information in a call that you did not originate. We recommend that you do not release personal information in response to any contacts of this nature that you did not initiate yourself.

SunGard Higher Education and Argosy University take this theft and the protection of confidential information very seriously. We have taken immediate action and sincerely regret that this incident occurred. SunGard Higher Education apologizes to you, to Argosy University, and the entire Argosy University community for the inconvenience this incident has caused.

Sincerely,

Douglas K Nelson  
Regional Vice President  
SunGard Higher Education

Origin ID: PRIA (609)987-0050  
S. Melodia, Esq.  
J SMITH LLP  
MAIN STREET  
PRINCETON FORRESTAL VILLAGE  
PRINCETON, NJ 08540



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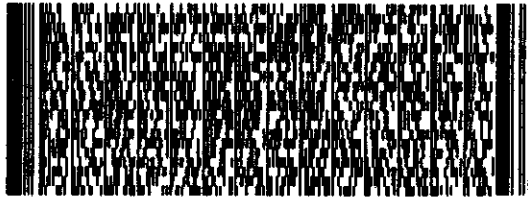
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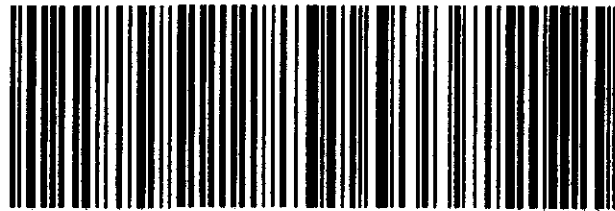
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**After printing this label:**

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

**Warning:** Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$500, e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see current FedEx Service Guide.

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MAY 05 2008

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