

Broome County Attorney's Office

Barbara J. Fiala, Broome County Executive . Joseph Sluzar, County Attorney



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March 11, 2009

Attorney General Martha Coakley
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

Dear Attorney General Coakley:

Pursuant to MGL c 93H, we are writing on behalf of Broome Community College to notify you of a breach of security involving 122 Massachusetts residents.

This incident occurred on February 11, 2009. The College had mailed a magazine to all alumni. Through an inadvertent error mailing labels were printed with student identification numbers. For certain alumni their student identification numbers were social security numbers. Although the numbers were not in a format that would make them readily identifiable as social security numbers, these 122 residents mailing labels had a social security number, name and address. This information was in paper form.

As previously stated 122 Massachusetts residents were affected. They will shortly receive notice pursuant to MGL c 93H, S3(b) by mail. A copy of the notice is attached.

The College has retained Kroll Fraud Solutions to address this breach and will be offering access to credit monitoring and identity theft restoration. The College is also modifying its alumni database to remove social security numbers and assign new identifying numbers based on an arbitrary data sequence. We have no evidence that any personal information has been used for fraudulent purposes.

This letter has also been sent to the Division of Consumer Affairs and Business Regulation. Should you have any questions or need any further information please contact the undersigned.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert G. Behnke", with a long horizontal flourish extending to the right.

ROBERT G. BEHNKE
Chief Assistant County Attorney

RGB/ma



Secure Processing Center | 600 Satellite Blvd | Suwanee, GA 30024

URGENT — Please Open Immediately.

<FirstName> <MiddleInitial> <LastName> <Suffix>
<Address> (Line 1)
<Address> (Line 2)
<City> <State> <Zip>
<POSTNET BARCODE>

ID TheftSmart

<FirstName> <MiddleInitial> <LastName> <Suffix>
Membership Number: <Membership Number>

Member Services: 1-800-XXX-XXXX
9:00 a.m. to 6:00 p.m. (Eastern Time), Monday through Friday
If you have questions or feel you may have an identity theft issue,
please call ID TheftSmart member services.

Dear <FirstName> <MiddleInitial> <LastName> <Suffix>,

I am writing to inform you of a data security breach which occurred on February 11, 2009.

Let me first take the opportunity to apologize to you. This is an issue that Broome Community College takes very seriously. It is important for you to know that this is the first and only time a breach of this nature has happened, and steps have been taken to ensure that it will not happen again.

Because securing your personal information is important to us, Broome Community College has engaged Kroll, a New York-based risk consulting firm, to serve you. Kroll's Fraud Solutions team has more experience than any other organization when it comes to helping people who have experienced the unintentional exposure of confidential data. BCC is providing you FREE access to:

- › **Enhanced Identity Theft Restoration.** Licensed Investigators who truly understand the problems surrounding identity theft will help restore your name and credit if either should be affected by this incident.
- › **Continuous Credit Monitoring.** Monitoring alerts make you aware of key changes in your credit file that could indicate the kind of unauthorized activity commonly associated with identity theft and fraud. In order to activate this service, either fill out and return the enclosed *Consumer Credit Report and Credit Monitoring Authorization Form* or submit an online authorization at www.idintegrity.com. Please be prepared to provide the membership number included with this letter.

You may call 1-800-XXX-XXXX, 9:00 a.m. to 6:00 p.m. (Eastern Time), Monday through Friday if you have any questions or feel you have an identity theft issue.

We deeply regret this happened. We trust the quality and reliability of the support services being offered demonstrate our continued commitment to the security of our valued alumni.

Sincerely,

Dr. Daniel T. Hayes, Ph.D.
Interim President
Broome Community College



Consumer Credit Report and Credit Monitoring Authorization Form

Sam A. Sample
1234 AnyStreet
AnyCity, USA 12345-6789

974 123 456 789

Do not make any address changes to the top half of this authorization form.
Please use the Change of Address Request section below.

Personal Information

Social Security #

Date of Birth

Telephone #

Email Address

Printed Name

First Middle Initial Last

Signature

I authorize First Advantage Credit, provider of the credit report and credit file monitoring of ID TheftSmart, to obtain my consumer reports/credit information from one or more of the three national credit repositories (Equifax, Experian, TransUnion).

Signature

Current Date /

Month Day Year

Change of Address Request

Do not complete this section if your address printed above is correct.

Street Address

Suite/Apt #

City

State ZIP Code

Instructions

Step 1. Personal Information
Complete all of the personal information required using black or blue ink only. Please print clearly.

Step 2. Signature
Sign your name and date in the signature box.

Step 3. Verify Printed Address
Please verify that your address printed above is accurate.

If the address above is not your **residential** address, please provide your residential address in the box titled "Change of Address Request."

Step 4. Return Authorization Form
Return this completed form using the postage-paid return envelope we've supplied.

If you do not have your postage-paid return envelope, mail your authorization form to:

Plan Administrator
PO Box 14524
Des Moines, IA 50306-9332

Illinois residents: Credit reporting agencies are required by law to give you a copy of your credit record upon request at no charge or for a nominal fee.

Consumers residing in the states of Colorado, Massachusetts, Maryland, New Jersey and Vermont may receive a free copy of their consumer credit report once per year and residents of the state of Georgia may receive two copies per year.

U.S. State Notification Requirements

For residents of Hawaii, Iowa, Maryland, Michigan, North Carolina, Oregon, Vermont, Virginia, West Virginia, and Wyoming:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 740241
Atlanta, Georgia 30348
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834-6790
1-877-322-8228
www.transunion.com

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland:

You can obtain information from the Maryland Office of the Attorney General and the Federal Trade Commission about steps you can take to avoid identity theft.

Maryland Office of the Attorney General

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft/

For residents of Massachusetts and West Virginia:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

Equifax Security Freeze

P.O. Box 105788
Atlanta, Georgia 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion (FVAD)

P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com