

# Broome County Attorney's Office

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



Broome County Office Building . 44 Hawley Street . P.O. Box 1766 . Binghamton, New York 13902  
Phone (607) 778-2117 . Fax (607) 778-6122 . Email: bclaw@co.broome.ny.us

March 12, 2009

Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Security Breach Notification**

Dear Sir:

This letter is being sent on behalf of Broome Community College. We wish to notify you of a security breach which affects 13,627 persons. Of that total 66 are New Hampshire residents. I am providing you a copy of the filing we made with New York State that provides you with information concerning this breach.

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

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert G. Behnke".

ROBERT G. BEHNKE  
Chief Assistant County Attorney

RGB/ma  
Enclosure



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 that your Social Security number was inadvertently included on the mailing address label of your copy of the Winter/Spring 2009 issue of BCC's alumni magazine, *BROOME*. There was no publication of any list or group of Social Security numbers. In addition, the Social Security number did not include any dashes or spaces, reducing the chance that others would recognize it as a Social Security number.

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 this 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](http://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

**NEW YORK STATE SECURITY BREACH REPORTING FORM**  
**Pursuant to the Information Security Breach and Notification Act**  
**(General Business Law §899-aa; State Technology Law §208)**

Name of Entity: Broome Community College  
Street Address: Front Street  
City: Binghamton State: NY Zip Code: 13905

Sector (please select one):  Local Government  State Government  Federal Government  
 Not-for-profit  Commercial  Educational

Type of Business (please select one):  Biotech/Pharm  Education  Financial Services  
 Health Care  Insurance  Retail/Internet  Telecom.  Transportation  
 Other \_\_\_\_\_

Persons Affected: Total: 13,627 Dates: Breach Occurred: 2/11/09  
NY residents: 9281 Breach Discovered: 2/11/09  
Consumer Notification: 3/14/09

Reason for delay, if any, in sending notice: \_\_\_\_\_  
\_\_\_\_\_

Description of Breach (please select all that apply):  Hacking incident;  Inadvertent disclosure;  
 Stolen computer, CD, tape, etc;  Lost computer, CD, tape, etc;  Insider wrongdoing;  
 other (specify): \_\_\_\_\_ [Attach additional description if necessary]

Information Acquired (please select all that apply):  Name;  SSN;  Driver's license no.;  
 Account number;  Credit or Debit card number;  Other (specify): \_\_\_\_\_  
\_\_\_\_\_

Manner of Notification to Affected Persons (Attach Copy):  Written;  Electronic (email);  
 Telephone;  Substitute notice (provide justification). List dates of any previous (within 12 months)  
breach notifications: \_\_\_\_\_

Credit Monitoring or Other Service Offered:  Yes;  No; Duration: One year  
Service: identegrity alerts Provider: Kroll Fraud Solutions

Submitted by: Robert G. Behnke Title: Chief Assistant County Attorney  
Firm Name (if other than entity): Broome County Attorney's Office  
Telephone: (607) 778-2117 Email: RBehnke@co.broome.ny.us

Dated: 3/11/09

**PLEASE COMPLETE AND SUBMIT THIS FORM TO  
EACH OF THE THREE STATE AGENCIES LISTED BELOW:**

**Fax or E-mail this form to:**

**New York State Attorney General's Office:**

SECURITY BREACH NOTIFICATION

Consumer Frauds & Protection Bureau

120 Broadway - 3<sup>rd</sup> Floor

New York, NY 10271

Fax: 212-416-6003

E-mail: [breach.security@oag.state.ny.us](mailto:breach.security@oag.state.ny.us)

**New York State Office of Cyber Security  
& Critical Infrastructure Coordination (CSCIC)**

SECURITY BREACH NOTIFICATION

30 South Pearl Street, Floor P2

Albany, NY 12207

Fax: 518-474-9090

E-mail: [info@cscic.state.ny.us](mailto:info@cscic.state.ny.us)

**New York State Consumer Protection Board (CPB):**

SECURITY BREACH NOTIFICATION

5 Empire State Plaza, Suite 2101

Albany, NY 12223

Fax: 518-474-2474

E-mail: [security\\_breach\\_notification@consumer.state.ny.us](mailto:security_breach_notification@consumer.state.ny.us)

## 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](http://www.equifax.com)

#### **Experian**

P.O. Box 2104  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion**

P.O. Box 6790  
Fullerton, CA 92834-6790  
1-877-322-8228  
[www.transunion.com](http://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](http://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/](http://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](http://www.equifax.com)

#### **Experian Security Freeze**

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

#### **TransUnion (FVAD)**

P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)



## 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:   /   /      
m m d d y y y y

Telephone #:    -    -

Email Address: \_\_\_\_\_  
(OPTIONAL)

Printed Name: \_\_\_\_\_  
First Middle Initial Last

### Signature

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

Signature: \_\_\_\_\_

Current Date:   /   /      
m m d d y y y y

### 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.

**KROLL**  
FRAUD SOLUTIONS

*Kroll's Fraud Solutions  
has helped millions of people deal with the  
loss of their personal information.*  
**Kroll can help you.**





## Quick, Correct Steps to Protect You

Your sensitive personal information may have been unintentionally exposed, so those responsible for its protection are taking action to address what happened, improve security, and prevent future recurrences. Whether it's your name and address, Social Security number, bank account information, or other personal data that's at risk, it's natural to feel anxious and a little helpless.

- *What are the first steps to take?*
- *Is there a chance of identity theft?*
- *Should you immediately close your accounts?*
- *What law enforcement or government agencies do you contact?*
- *How can you protect yourself until you get some answers?*

## Kroll Can Help

While no one can predict whether your sensitive personal information may be used fraudulently or not, we CAN offer you an experienced, trusted team that is dedicated to helping you address the situation. Kroll's Licensed Investigators are ready to work through worrisome issues and protect your interests.



## **Kroll's Knowledge, Experience, and Speed Serve You**

When it comes to guiding people and companies through a security incident, Kroll has more experience than any other organization. We know what to do, who to call, and how to help. Your identity is your business—protecting it is ours.

To activate your free identity theft solution and start Kroll working immediately to help you, just:

1. Fill out and return the authorization form included in this package,



2. Go to our encrypted, secure website and submit an online authorization at: [www.idintegrity.com](http://www.idintegrity.com)

Now you have easy access to the resources you need to fight back if you feel you may have been exposed to the threat of identity theft. If you believe your personal information is at risk, just call the toll-free telephone number shown in your letter for help evaluating your particular situation. If it appears that you truly are a victim of fraud because of this event, you will be put in touch immediately with one of Kroll's highly-qualified specialists who will help you until your identity is restored to pre-exposure status.

## **Kroll Makes It Easier If You're a Victim**

The discovery, investigation and restoration of a corrupted identity can be an extremely complex and lengthy process. It's almost impossible to 'do it yourself' without some degree of stress on your work and home life.

You have an expert at your service when Kroll steps in to deal with:

- *The vast number of organizations you must contact and their varying hours of operation;*
- *The required document exchanges;*
- *The sometimes unpleasant debates and disputes that may arise from fraudulent activity; and*
- *The seemingly endless hours spent on hold or in voicemail loops.*



## **Kroll's Investigation and Restoration Center**

At the Kroll Investigation and Restoration Center, the Kroll Fraud Solutions team features Licensed Investigators with thousands of hours of experience working directly with consumers like you. These dedicated professionals are caring, insightful listeners and tireless problem-solvers. Each member of the team is well-versed in the laws, regulations, and investigative techniques used for credit and non-credit-related identity theft and restoration.

You can rely on the expertise of this specialized, multi-lingual team to help search out suspicious activity, and as necessary, fight back against the evolving tactics used by identity thieves.

*According to statistics from the Federal Trade Commission, **only about 20 percent of all identity theft crimes are revealed in credit-related data.** Identity thieves steal and use sensitive personal information that **cannot be tracked by credit monitoring alone.***

## ***Every Exposure is Different***

Mortgage records. Health insurance claims. Tax filings. Bank statements. A wide range of sensitive personal data that is subject to theft demands an equally comprehensive set of solutions to fight the risk of identity fraud.

Using our thousands of hours of investigative work with consumers and decades of risk management, we've developed a series of solutions that include:

### ***Continuous Credit Monitoring***

*Early detection is key*

Consumer agencies and government bodies alike recommend that you keep a close eye on your credit activity. 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. If you determine that the activity is suspicious, we can help.



## **Comprehensive Fraud Restoration**

*Let the experts do the work for you*

Licensed Investigators who truly understand the problems surrounding identity theft will help restore your name and credit for you. We will do most of the work!

Our in-depth investigations extend beyond credit issues, exploring:

- *Criminal data at federal and state levels;*
- *State department of motor vehicles (DMV) records;*
- *Public records, where liens or bankruptcies could surface;*
- *Social Security tracking, for fraudulent address or status entries;*
- *Certain 'watch lists' familiar to the security industry; and more.*

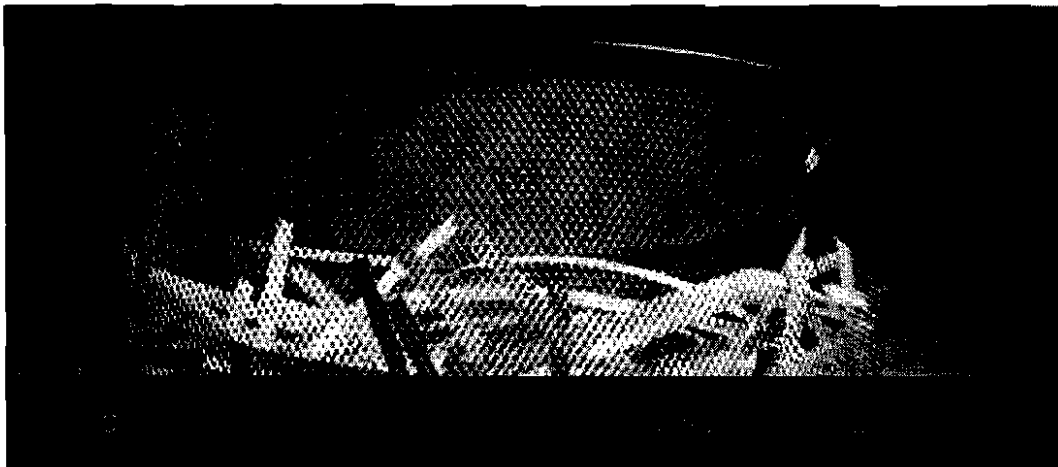
*The average time it takes to resolve fraud cases **increased from 33 hours** in 2003 **to 40 hours** in 2006.*

## ***Call Today***

If you have questions or feel you have an identity theft issue, call today and talk confidentially with a knowledgeable team member about your particular situation.

Should your conversation indicate that the matter is related solely to a credit reporting issue, credit specialists are standing by to help right away. However, if there is indication of identity fraud because of this incident, you will be put in touch with one of Kroll's full-time Licensed Investigators, on the spot. These experts handle each identity restoration case carefully and with utmost confidentiality—and you will have one point of contact you can trust and rely on to help you through the entire process.

Kroll's Licensed Investigators know where to start, what to do, and when to follow up. With your permission, your investigator will act on your behalf to do most of the work, immediately taking steps to help protect you.





Your enclosed letter describes the Kroll solutions in place to support you through this specific data loss event. Please read your letter carefully. Then, take advantage of this no-cost opportunity to let the experts at Kroll help you assess your situation and safeguard your identity.

**CALL US TODAY** using the toll-free telephone number in the accompanying letter.

# KROLL

**Identity thieves have been known to gather personal information from trash.** Be sure to cross-cut shred your charge receipts, copies of credit applications, insurance forms, bank statements, and the credit card offers you get in the mail before you throw them away.

1-800-354-2522

## Restoration Service Exclusions

---

<i>Legal Remedy</i>	<i>Any Stolen Identity Event where the victim is unwilling to prosecute the person who caused the victim to suffer the fraud or its consequences.</i>
<i>Dishonest Acts</i>	<i>Any dishonest, criminal, malicious, or fraudulent acts, if the Member(s) that suffered the fraud personally participated in, directed, or had knowledge of such acts.</i>
<i>Financial Loss</i>	<i>Membership Services do not cover any financial losses attributed to the Stolen Identity Event, including but not limited to, money stolen from a wallet, unauthorized purchases of retail goods, or services online, by phone, mail, or direct.</i>
<i>Pre-existing Stolen Identity Event Limitations</i>	<i>If either the victim had knowledge of, or reasonably should have had knowledge of, a pre-existing stolen identity event (not this one) based on information provided to them prior to enrollment in the program, such an event or the consequences caused by it are not covered.</i>
<i>Business</i>	<i>A covered stolen identity event does not include the theft or unauthorized or illegal use of their business name, DBA, or any other method of identifying their business activity.</i>
<i>Minors</i>	<i>Minors are fundamentally excluded given that (a) credit reporting agencies do not knowingly maintain credit files on minor children, and (b) minor children are unable to execute the Limited Power of Attorney (LPoA) required for certain processes as described herein. However, Kroll agrees to try to resolve identity theft issues for participant-minors through the processes listed in the master agreement, with additional reasonable efforts to address the challenges of working with minors, and within the solutions available through existing legislation and established industry and organizational procedures.</i>

---

# Privacy Policy

## **GENERAL**

Kroll Background America, Inc. ("Kroll") respects your concerns regarding maintaining the privacy of your personal data that is submitted to us. This Privacy Policy covers all the information practices of Kroll and describes the principles Kroll will follow with regard to all information submitted to Kroll in connection with the services we provide. These principles will be implemented by all Kroll personnel regardless of their location. All data shall be collected, stored, and used in compliance with the Fair Credit Reporting Act ("FCRA") and other state and federal applicable law. This Privacy Policy applies only to Kroll Background America, Inc. and does not apply to data collected by Kroll Inc. or by any of the subsidiaries of Kroll Inc. other than Kroll Background America, Inc.

## **KROLL IS COMMITTED TO PROTECTING YOUR PERSONAL INFORMATION**

Kroll acknowledges both the duty of trust and care in maintaining the privacy of your personal information which we collect and store and our legal obligations as a consumer reporting agency.

- *Application Information*
- *Information From Outside Sources*
- *Consumer Report Information*

## ***Privacy Policy (continued)***

### **USE AND TRANSFER OF INFORMATION**

Kroll is provided with personal information in connection with preparing a report for you. In connection with our providing these services, Kroll may, in some instances, employ other companies and individuals, as our subcontractors, to perform functions on our behalf. All such contractors are contractually obligated to use and maintain the confidentiality of personal information in a manner consistent with this Privacy Policy. These companies may not share any such information with any third party. Except as described in this Privacy Policy, we will not use or otherwise disclose any of the personal data that you provide or that we collect from third parties or other sources.

### **CONFIDENTIALITY**

Kroll will use our best efforts to insure that no unauthorized parties have access to any of your information. We will never sell or provide your personal data to a third party, except as stated in this Privacy Policy, without your express consent. We may, however, disclose personal data in response to a court order or other legal obligation.

### **ACCURACY**

Kroll makes every effort to ensure that the data we receive, collect, and store about you is as accurate as possible. However, Kroll does not vouch for, and is not responsible for, incomplete, inaccurate, or not current data about you that may be supplied to Kroll by a third-party source.

## *Privacy Policy (continued)*

### **ACCESS**

You have the right to access any reports Kroll produces and maintains about you. You may contact Kroll at any time to determine whether we hold any personal information about you and to obtain access to that information. We will only afford you access to your data upon proof of identification that you are the individual who is entitled to request access. We will mail a copy of such information within 7 days as mandated by the FCRA.

### **SECURITY**

Protecting your confidential information is our business; therefore, Kroll takes all appropriate measures to assure the security of your personal data. Kroll uses advanced encryption technology—128-bit Secure Socket Layer (SSL)—to keep personal information and data secure from unauthorized access. All data is stored on our servers in a secure, encrypted manner. Access to those servers is strictly limited to network administrators and other authorized personnel of Kroll, who have been trained to protect against loss, misuse, unauthorized access, disclosure, alteration, or destruction of personal data under Kroll's control. We take pride in our technology and our security policies. Kroll is a member of the Better Business Bureau and the Better Business Bureau Online Privacy Seal Program. The Better Business Bureau is available for resolving disputes between you and Kroll. To file a complaint with respect to the privacy practices of Kroll, you may visit the Better Business Bureau website at [www.bbbonline.com](http://www.bbbonline.com).

# KROLL

*Fraud Solutions*

*Kroll*

*1900 Church Street, Suite 300*

*Nashville, Tennessee 37203*

*[www.krollfraudsolutions.com](http://www.krollfraudsolutions.com)*

*[www.kroll.com](http://www.kroll.com)*

KRO1184 79F-0607



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE UNITED  
STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 9358 DES MOINES IA

POSTAGE WILL BE PAID BY ADDRESSEE



**ADMINISTRATOR**  
PO Box 14524  
DES MOINES IA 50306-9332

