



MULLEN  
COUGHLIN<sup>LLC</sup>  
ATTORNEYS AT LAW

RECEIVED  
JAN 16 2018  
CONSUMER PROTECTION

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1275 Drummers Lane, Suite 302  
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January 10, 2018

**VIS US MAIL**

Attorney General Gordon J MacDonald  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Security Incident**

Dear Mr. MacDonald:

We represent Broward College, 111 East Las Olas Boulevard, Fort Lauderdale, FL 33301, and are writing to notify you of a data security incident that may have affected the security of information related to certain individuals residing in New Hampshire. Broward College reserves the right to supplement this notice with any new significant facts learned subsequent to its submission. By providing this notice, Broward College does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data breach notification statute, or personal jurisdiction.

**Nature of the Data Event**

On or about August 3, 2017, certain Broward College employees received a spam phishing email to their Broward College email accounts. The phishing email contained a link that asked the employees to enter their Broward College log-in credentials. On Friday, August 18, 2017, Broward College learned that certain employees had clicked on the link in the email and provided their credentials. Broward College identified and corrected the issue by contacting all potentially affected employees and ensuring that all passwords were changed. Broward College also immediately initiated an investigation, with the assistance of a third-party forensic investigator, to determine what personal information, if any, was subject to unauthorized access or acquisition. Through this investigation, Broward College determined that certain employees' email accounts were accessed without authorization between July 18, 2017 and September 8, 2017.

On or around November 17, 2017, Broward College determined that the affected email accounts contained, and the unauthorized individual may have accessed, the following information: name, date of birth, address, Social Security number, financial account number, credit/debit card number, and/or driver's license or state identification card number. While the investigation is ongoing, Broward College does not currently have any evidence of actual or attempted misuse of personal information as a result of this incident.

### **Notice to New Hampshire Residents**

After discovering the scope of the incident on November 17, 2017, Broward College undertook a time-consuming manual effort, with the assistance of third-party vendors, to identify mailing addresses for the affected individuals and to provide them with notice of this incident.

On January 10, 2018, Broward College will begin providing written notice of this incident to all affected individuals, which includes approximately twenty-nine (29) known New Hampshire residents. Written notice will be provided in substantially the same form as the letter attached hereto as *Exhibit A*. Broward College is currently working to locate the mailing addresses for certain additional affected individuals, and may notify additional New Hampshire residents. Should additional New Hampshire residents be identified and notified, Broward College will provide a supplemental notification to your office.

### **Other Steps Taken and To Be Taken**

After discovering the suspicious email activity, Broward College, with the assistance of third-party forensic investigators, moved quickly to identify those who may be affected and to provide them with notice of this incident. Additionally, Broward College promptly ensured that the affected employees' passwords were changed, and continues to monitor their systems to ensure the privacy and security of personal information.

Broward College is providing all potentially affected individuals access to 12 months of complimentary credit monitoring and identity restoration services, through Experian. Additionally, Broward College is providing potentially impacted individuals with guidance on how to better protect against identity theft and fraud, including information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

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**Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at 267-930-4798.

Very truly yours,

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

James E. Prendergast of  
MULLEN COUGHLIN LLC

JEP:am  
Enclosure

# Exhibit A



www.broward.edu

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

<<MailID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>> <<Zip>>  
<<Country>>

<<Date>>

Re: Notice of Data Breach

Dear <<Name1>>:

Broward College recently discovered an incident that may affect the security of your personal information. We write to provide you with information about the incident, steps we are taking in response, and steps you can take to better protect against the possibility of identity theft and fraud, should you feel it is appropriate to do so.

**What Happened?** On or about August 3, 2017, certain Broward College employees received a spam phishing email to their Broward College email accounts. The phishing email contained a link that asked the employee to enter their Broward College log-in credentials. On Friday, August 18, 2017, Broward College learned that certain employees had clicked on the link in the email and provided their credentials. Broward College identified and corrected the issue by contacting all potentially affected employees and ensuring that all passwords were changed. Broward College also immediately initiated an investigation, with the assistance of a third-party forensic investigator, to determine what personal information, if any, was subject to unauthorized access or acquisition.

<<Insert Data Elements Paragraph>>

**What Are We Doing?** We take this incident and the security of your personal information seriously. In addition to working with a third-party forensic investigator, we ensured that all affected employees changed their passwords, and we continue to monitor our systems to protect the privacy and security of your personal information.

We are providing you with information you can use to better protect against identity theft and fraud, as well as access to 12 months of complimentary credit monitoring and identity restoration services with Experian. Enrollment instructions and how to receive these services are included in the attached Privacy Safeguards.

**What Can You Do?** Broward College encourages you to enroll and receive the complimentary access to credit monitoring and identity restoration services with Experian. You also can take the steps described in the enclosed Privacy Safeguards to better protect yourself against potential identity theft and fraud.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 844-824-3595 (toll free), Monday through Friday, 9:00 a.m. to 9:00 p.m. EST.

Broward College sincerely apologizes for the inconvenience and concern this incident may cause, and remains committed to safeguarding the personal information in its care.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Hansen', written in a cursive style.

Alan Hansen  
District Director of Risk Management & Chief Risk Officer

Enclosure

## PRIVACY SAFEGUARDS

**Enroll in Credit Monitoring.** To help detect the possible misuse of your information, Broward College is offering you 12 months of credit monitoring and identity restoration services with Experian at no cost to you.

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. 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 offer 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.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks<sup>SM</sup> as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** <<Enrollment Deadline>> (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code:** <<Enrollment Code>>

If you have questions about the product, need assistance with identity or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by <<Enrollment Deadline>>. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the identity restoration services by Experian.

### **Additional details regarding your 12-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.<sup>1</sup>
- **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 ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information.

<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling.

<sup>2</sup> 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.

## **Monitor Your Accounts.**

**Credit Reports.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

**Fraud Alerts.** At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Security Freeze.** You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. Fees vary based on where you live, but commonly range from \$3 to \$15. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
[www.freeze.equifax.com](http://www.freeze.equifax.com)

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

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/  
credit-freeze/place-credit-freeze](http://www.transunion.com/credit-freeze/place-credit-freeze)

**Additional Information.** You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be reported to law enforcement, the Federal Trade Commission, and your state Attorney General. This notice has not been delayed as the result of a law enforcement investigation.

**For Maryland residents,** the Maryland Attorney General can be reached at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Broward College is located at 111 East Las Olas Boulevard, Fort Lauderdale, FL 33301 and can be reached at (954) 201-7350.

**For North Carolina residents,** the North Carolina Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov).



**For Rhode Island residents**, the Rhode Island Attorney General can be contacted by mail at 150 South Main Street, Providence, RI 02903; by phone at (401) 274-4400; and online at [www.riag.ri.gov](http://www.riag.ri.gov). Approximately twenty (20) Rhode Island resident may be impacted by this incident. You have the right to file and obtain a police report if you ever experience identity theft or 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.

**For New Mexico residents**, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the 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; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.