

# Nebraska State College System

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www.nscs.edu



August 15, 2012

Attorney General Michael A. Delaney  
Office of the Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**Re: Nebraska State College System**

Dear Attorney General Delaney:

We are writing to notify you of a data security event that compromised the security of personal information. Nebraska State College System ("NSCS"), 1115 K Street, Lincoln, Nebraska 68508, is informing your office of pertinent facts that are known at this time related to the unauthorized access into the Nebraska Student Information System, a database containing the name, addresses and Social Security numbers of students, alumni, parents, employees, and applicants, as well as, student identification numbers and information from financial aid and FAFSA applications.

Upon discovery of the unauthorized access, NSCS retained Nelson, Levine, de Luca & Hamilton, LLC, breach notification legal counsel, as well as forensic computer analysts Kroll Information Assurance, Inc., to assist with its investigation of and response to this incident. The investigation is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Nebraska does not waive any rights or defenses regarding the applicability of Maryland law or personal jurisdiction.

**Nature of the Security Event**

On May 23, 2012, there was unauthorized access into the Nebraska Student Information System (NeSIS) – a data management system shared by the NSCS and the University of Nebraska (NU). The illegal intrusion was discovered by technical staff, and immediate corrective action was taken to stop and prevent further unauthorized access to the system. Although initial indications were that only NU records were involved, on May 30, 2012, further investigation by internal and third-party computer forensic experts determined that the breach also included data for NSCS's three institutions: Chadron State, Peru State, and Wayne State Colleges. Police seized computers and related equipment belonging to a University of Nebraska-Lincoln (UNL) undergraduate student who is believed to be involved in this incident.

*Three colleges. Thousands of opportunities.*

CHADRON STATE. PERU STATE. WAYNE STATE.

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

Although the investigation is ongoing, it appears that thirty-three (33) New Hampshire residents' personal information was accessed without authorization. All thirty-three New Hampshire residents were mailed written notice of the data breach event on or about July 13, 2012 in substantially the same form as the sample notice attached to this letter as **Exhibit A**.

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

As discussed above, NSCS retained forensic computer experts and legal counsel specializing in data breach response. NSCS is providing notice of this data loss event to other state regulators, and intends to notify various regulators in foreign countries in which affected students reside. NSCS also notified the three major credit reporting agencies. The local and federal law enforcement investigations are ongoing.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact our data privacy counsel, John F. Mullen or Christopher DiIenno, of the law firm Nelson, Levine, de Luca & Hamilton, at 215-358-5161.

Sincerely,

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

Ed Hoffman  
Vice Chancellor for Facilities, Planning and Information Technology

Enc.



URGENT  
Please Open Immediately.

<<Firstname>> <<Middlename>> <<Lastname>>  
<Address1>>  
<Address2>>  
<City>>, <<Stateprovince>> <<Postalcode>>  
<<Intelligent Mail Barcode>>



<<FirstName>> <<MiddleName>> <<LastName>>  
Membership Number: <<MembershipNumber>>

Member Services: 1-777-777-7777  
8:00 a.m. to 5:00 p.m. (Central Time), Monday through Friday  
If you have questions or feel you may have an identity theft issue,  
please call ID TheftSmart member services.

<<Date>> (Format: Month Day, Year)

Dear <<Firstname>> <<Middlename>> <<Lastname>>,

We are writing to inform you of the discovery of an illegal intrusion into the computer records of the Nebraska State College System (NSCS) that exposed some of your personal information. The database involved contained your name, [Social Security number, Driver's License number, student identification number, related FAFSA application, limited student immunization information, foreign identification number] and address. Although our investigations are ongoing, the database involved did not house credit card information or student bank account information. While we have no evidence that your personal information has been used fraudulently, we are providing resources to assist you. We take this incident and your privacy very seriously. We have initiated internal and third-party forensic investigations, and are working in conjunction with local and federal law enforcement agencies to ensure appropriate action is taken to protect your information and remedy the situation.

**What Happened**

On May 23, 2012, there was unauthorized access into the Nebraska Student Information System (NeSIS— a data management system shared by the NSCS and the University of Nebraska (NU)). The illegal intrusion was discovered by technical staff, and immediate corrective action was taken to stop and prevent further unauthorized access to the system. Although initial indications were that only NU records were involved, on May 30, 2012, further investigation determined that the breach also included data for NSCS's three institutions: Chadron State, Peru State, and Wayne State Colleges. Police seized computers and related equipment belonging to a University of Nebraska-Lincoln (UNL) undergraduate student who is believed to be involved in this incident.

**Resources Available to You**

Because protecting your personal data is very important to us, we have engaged Kroll Advisory Solutions to provide expertise, information and support services. If you have questions, or feel you may have an identity issue connected to this incident, a call center dedicated to this matter is available at no cost to you at 1-777-777-7777, 8:00 a.m. to 5:00 p.m. (Central time), Monday through Friday.

Enclosed with this letter are the "US State Notification Requirements" which contain important information that may be applicable to you as a resident of your state. If you reside in a state not listed in this attachment, data security professionals encourage you to remain vigilant, to review your account statements, to report instances of fraud, and to monitor your credit, including ordering a free copy of your credit report. Contact information for the three major national consumer reporting agencies is listed in the attachment.

We regret any inconvenience or concern that this matter may cause, and wish to assure you we intend to take thorough steps to improve the security of our systems. Finally, in addition to the call center resource, you can check our Web site dedicated to providing information related to this matter at <https://nesis.nebraska.edu/security/>.

Sincerely,

A handwritten signature in black ink that reads "Stan Carpenter". The signature is written in a cursive style with a large, prominent "S" at the beginning.

Stan Carpenter  
Chancellor

## U.S. State Notification Requirements

### For residents of Hawaii, Iowa, Maryland, Michigan, Missouri, 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 30374  
1-800-685-1111  
[www.experian.com](http://www.experian.com)

#### **Experian**

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

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19022  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

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### For residents of Iowa:

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

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### For residents of Oregon:

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

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### For residents of Maryland and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys 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)

#### **North Carolina Office of the Attorney General**

Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.com](http://www.ncdoj.com)

#### **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/)

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### 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)