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ATTORNEYS AT LAW

RECEIVED

JUL 25 2019

CONSUMER PROTECTION

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July 19, 2019

**INTENDED FOR ADDRESSEE(S) ONLY**

**VIA U.S. MAIL**

Attorney General Gordon J. MacDonald  
Office of the New Hampshire Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Event**

Dear Attorney General MacDonald:

We write on behalf of Oregon State University ("OSU") located at 104 Kerr Administration Building, Corvallis, OR 97331-2106. We write to notify you of an event that may affect the security of personal information relating to approximately one (1) New Hampshire resident. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, OSU does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

**Background**

On May 10, 2019, OSU discovered suspicious activity in an OSU employee's email account. OSU later confirmed that the email account had been subject to unauthorized access. OSU immediately changed the user's credentials and launched an investigation to determine the nature and scope of the event. The employee's email account was then reviewed to determine whether it held any sensitive information. On May 30, 2019, OSU confirmed that certain individuals' names, addresses, phone numbers and Social Security numbers were located in the email account. OSU was unable to determine what, if any, emails within the account were subject to unauthorized access.

On June 14 and June 18, 2019, OSU provided preliminary notice to potentially affected individuals via email.

### **Notice to New Hampshire Resident**

On June 19, 2019, OSU began mailing written notice of this incident to the individuals who had personal information contained within the impacted email account, which includes approximately one (1) New Hampshire resident. Notice was mailed in substantially the same form as the letter attached hereto as *Exhibit A*.

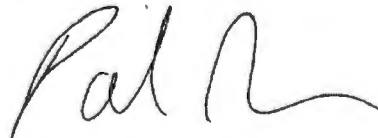
### **Other Steps Taken and To Be Taken**

Upon discovering the suspicious activity, OSU immediately launched an investigation to determine what data and which individuals potentially may be affected by this event. In response to this matter, OSU is offering individuals potentially impacted by this event with access to one year of complimentary credit monitoring and identity restoration services through Kroll. Additionally, OSU 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. OSU is also providing notice to other state regulators, as required.

### **Contact Information**

Should you have any questions regarding this notification of other aspects of this event, please contact us at 267-930-4788.

Very truly yours,



Paul T. McGurkin, Jr. of  
MULLEN COUGHLIN LLC

# **EXHIBIT A**



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

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

## Notice of Data Breach

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

Oregon State University ("OSU") is writing to follow up on our June 14th and June 18th emails and informing you of a recent event that may impact the privacy of some of your personal information. We wanted to provide you with information about the event, our response and steps you may take to better protect against the possibility of identity theft and fraud, should you feel it necessary to do so.

**What Happened?** On May 10, 2019, OSU discovered suspicious activity in an OSU employee's email account. OSU later confirmed that the email account had been subject to unauthorized access. OSU immediately changed the user's credentials and launched an investigation to determine the nature and scope of the event. The employee's email account was then reviewed to determine whether it held any sensitive information. On May 30, we confirmed that a number of individuals' names and Social Security numbers were located within files in the email account. We are unable to determine what, if any, emails within the account were subject to unauthorized access.

**What Information Was Involved?** The following information about you was located within the impacted email account name, address, phone number and Social Security number.

**What is OSU Doing?** We take this incident and the security of personal information within our systems seriously. Upon discovery of this incident, we immediately took steps to secure the account and launched an in-depth investigation to determine the nature and scope of this incident. We also notified regulatory authorities, as required by law.

To assist you as a result of this matter, OSU is offering complimentary access to 12 months of identity monitoring services from Kroll. To receive these services, you must activate them. Please see activation instructions below.

**What Can You Do?** You can find out more about how to help protect against potential identity theft and fraud in the enclosed Steps You Can Take to Protect Against Identity Theft and Fraud. There you will also find more information on the identity monitoring services we are offering and how to activate.

**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 the university's dedicated assistance line at 541-713-0400, Monday through Friday from 8:00 a.m. to 5:00 p.m. Pacific time. You also may write to OSU at: Oregon State University, 104 Kerr Administration Building, Corvallis, OR 97331-2106.

We apologize for any inconvenience this incident may cause you and remain committed to the privacy and security of information in our possession.

Sincerely,

Noah Buckley, Interim Vice Provost of Enrollment Management

David McMorries, Chief Information Security Officer

## Steps You Can Take to Protect Against Identity Theft and Fraud

To activate Kroll's identity monitoring, fraud consultation, and identity theft restoration services, please follow the steps below:

1. Visit [krollbreach.idMonitoringService.com](http://krollbreach.idMonitoringService.com) to activate your services.
2. You have until **October 16, 2019** to activate your identity monitoring services. **Your membership number will not work after this date.**
3. Provide your personal information to Kroll, as requested.
4. Provide the following Membership Number: <<Member ID>>.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your 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.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

<b>Experian</b> PO Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19016 1-888-909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>	<b>Equifax</b> PO Box 105788 Atlanta, GA 30348-5788 1-800-685-1111 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>
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To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. 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.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

<b>Experian</b> P.O. Box 2002 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/fraud/center.html">www.experian.com/fraud/center.html</a>	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19016 1-800-680-7289 <a href="http://www.transunion.com/fraud-victim-resource/place-fraud-alert">www.transunion.com/fraud-victim-resource/place-fraud-alert</a>	<b>Equifax</b> P.O. Box 105069 Atlanta, GA 30348 1-888-766-0008 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>
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If you identify any fraudulent or suspicious charges on your credit or debit card, you should immediately contact your bank or financial institution. It is also a good practice to remain vigilant of unsolicited communications seeking your credit card or other financial information. Incidents of identity theft should also be reported to your local law enforcement.

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, 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); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

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

**For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

**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 violator. 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/ff/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/ff/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.

**For Oregon residents**, for more information on how to place a credit freeze, see the website for the Oregon Division of Financial Regulation at <http://dfr.oregon.gov/gethelp/protect-finances/identity/Pages/index.aspx> and click on "Place a credit freeze."