

# Artifact I: Sample Notification Letter from the University of California, Irvine

Further samples of notifications available at the Office of the Attorney General's resource center (<http://oag.ca.gov/ecrime/databreach/list>)

UCIRVINE | STUDENT  
HEALTH CENTER

University of California, Irvine  
Student Health Center  
C/O ID Experts  
PO Box 6336  
Portland, OR 97228-6336

<<First Name>><<Last Name>>  
<<Street Address>>  
<<City, STATE, Zip code>>

<<DATE>>

Dear <<First Name>> <<Last Name>>,

We are writing to let you know that we have reason to believe that some of your information may have been acquired by an unauthorized person.

On March 26, 2014, the California Information Security Office (<http://www.cio.ca.gov/ois/>) notified us that one of the computers in the UC Irvine Student Health Center had been infected with a virus. We have since confirmed that information and verified that two other computers also were infected. The three computers were infected with a keystroke logger that captured data as it was entered onto them and transmitted that data to unauthorized servers. This occurred between February 14 and March 27, 2014.

We believe that your information, including your name, unencrypted medical information (potentially including health or dental insurance number, CPT code(s), ICD9 code(s) and/or diagnosis<sup>1</sup>), student ID#, non-student patient ID#, mailing address, telephone #, amount you paid to the Student Health Center for services received, and your bank name and check # (if payment was made by check), may have been among the data transmitted to unauthorized servers. We have no indication that the data have been fraudulently used.

We immediately disconnected the infected machines from the internet, confirmed that no other components of our network were infected and otherwise contained and remediated the incident. We also have reported the incident to law enforcement.

Although there is no evidence that an unauthorized person has obtained your personal information and is using it, there are some steps that you can take to protect yourself. The California Attorney General has issued consumer guidelines that you can consult at:

[https://oag.ca.gov/sites/all/files/agweb/pdfs/privacy/cis\\_16\\_med\\_id\\_theft.pdf](https://oag.ca.gov/sites/all/files/agweb/pdfs/privacy/cis_16_med_id_theft.pdf)

If, as you monitor your situation, you believe that you may be the victim of identity theft, you should contact law enforcement immediately. You may contact the UC Irvine Police Department or your local law enforcement office.

In an abundance of caution, UC Irvine has contracted with ID Experts to provide one year of FraudStop™ credit monitoring and one year of CyberScan™ Internet monitoring for those affected. To enroll in these services, please visit: [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect) and use enrollment code: [<CODE>]. If you need assistance enrolling or have additional questions regarding this incident, please contact the ID Experts team at 877-810-8083.

## Artifact I: Sample Notification Letter from the University of California, Irvine (Cont.)

UC Irvine regrets that your information may have been subject to unauthorized access, and we have taken and continue to take remedial measures to ensure that this situation is not repeated. UC Irvine is committed to maintaining the privacy of students' and non-student patients' personally identified information and takes many precautions for the security of personal and medical information. The University is continually modifying its systems and practices to enhance the security of sensitive information. We sincerely regret any inconvenience this incident presents to you.

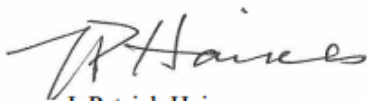
If you have questions or would like to discuss this issue, please contact:

ID EXPERTS

877-810-8083

[shc-data-theft-incident@uci.edu](mailto:shc-data-theft-incident@uci.edu)

Yours Sincerely,



J. Patrick Haines  
Executive Director  
Student Health Center



Marcelle C. Holmes  
Assistant Vice Chancellor  
Wellness, Health and Counseling Services

# Artifact I: Sample Notification Letter from the University of California, Irvine (Cont.)

## Additional Information to Protect Your Identity

- 1. Enroll and Activate in Monitoring Services.** Visit ID Experts at [www.idexperts.com/protect](http://www.idexperts.com/protect) and follow the instructions for enrollment. Once you have completed your enrollment, you will need to log in to your membership and activate your credit monitoring and CyberScan. Note: You must have access to a computer and the internet to use this service. If you need assistance, ID Experts will assist you.
- 2. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.
- 3. Place Fraud Alerts** with the three credit bureaus. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-800-525-6285  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

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

TransUnion Fraud Reporting  
1-800-680-7289  
Fraud Victim Assistance Division  
P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)

Note: It is only necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

- 4. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting agency. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.
- 5. You can obtain additional information** about the steps you can take to avoid identity theft from the following:

#### For California Residents:

Visit the California Office of Privacy Protection ([www.privacy.ca.gov](http://www.privacy.ca.gov)) for additional information on protection against identity theft

#### For North Carolina Residents:

Office of the Attorney General of North Carolina  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
[www.ncdoj.com/](http://www.ncdoj.com/)  
Telephone: 1-919-716-6400

#### For Maryland Residents:

Office of the Attorney General of Maryland  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
[www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer)  
Telephone: 1-888-743-0023

#### For all other US Residents:

Identity Theft Clearinghouse  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)  
1-877-IDTHEFT (438-4338)  
TDD: 1-202-326-2502