



Loyola University Chicago
Department of Human Resources
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This letter supplements Loyola's July 26, 2018 email to you, which notified you of a matter involving your personally identifiable information. It is very important that you read this letter and promptly respond, as recommended below.

On July 17, 2018, an unknown individual obtained unauthorized access to confidential information within our Human Resources Department. Loyola discovered such incident the same day and immediately began an investigation. The confidential information included personally identifiable information including names, social security numbers, dates of birth, employment dates, gross compensation, and retirement plan contribution amounts for certain current and former University employees. The information accessed included your personally identifiable information.

To date, Loyola has no evidence that such personal information was actually seen, or whether such information has been or may in the future be used fraudulently. The University takes this incident very seriously and we are continuing to investigate this matter in order to institute additional safeguards to prevent any recurrence. Please be assured that Loyola is taking steps to increase information security awareness training as well as identifying additional technology measures that will strengthen our information security posture.

Each day, the University monitors its systems for unlawful attacks and, on an ongoing basis, implements new technologies intended to defeat such attacks and protect the personal information of University faculty, staff, and students.

In order to help protect your identity and your credit going forward, we have contracted with ConsumerInfo.com, Inc., also known as **Experian Consumer Services**, to provide you with a complimentary one-year identity restoration and credit monitoring membership via Experian IdentityWorksSM. This product provides identity detection services and assistance in the resolution of identity theft.

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 at **877-890-9332**. 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 of Identity Restoration services is available to you for one year from the date of this letter.

The Terms and Conditions for this offer are located at 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 IdentityWorksSM 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 October 31, 2018** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code**: **INSERT CODE**

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **877-890-9332** by **October 31, 2018**. Be prepared to provide **INSERT CODE** 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.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** 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 for this information, and for Terms and Conditions applicable to the Experian IdentityWorks program. This site also includes self-help tips and information about identity protection.

Please also refer to the attached document, which outlines additional consumer protection measures that can be taken and includes resource information provided by the Federal Trade Commission (FTC) and the three major credit reporting agencies, including Credit Freeze FAQs (<https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>), fraud alert information (<https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>) and keeping your personal information secure (<https://www.consumer.ftc.gov/articles/0272-how-keep-your-personal-information-secure>). Certain types of fraud protection may result in limitations on your ability to conduct credit transactions, so it is useful to become informed about the various options available to consumers, as discussed more thoroughly in the links provided above and below.

Loyola also recommends that you remain vigilant by monitoring your financial account statements and your credit report to reduce the chances of identity theft or fraud.

Loyola deeply regrets this situation and any inconvenience it may have created for you. Please feel free to contact us directly if you have questions or require additional information at datasecurity@luc.edu or contact Human Resources directly at 312-915-7300 or humanresources@luc.edu.

Sincerely,



Winifred L. Williams, Ph.D.
Vice President, Chief Human Resources Officer
Chief Diversity and Inclusion Officer

* Offline members will be eligible to call for additional reports quarterly after enrolling

** 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

ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

INFORMATION ABOUT FRAUD ALERTS AND CREDIT FREEZES MAY BE OBTAINED FROM:

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington DC 20580
877-438-4338;
TTY: 1-866-653-4261
www.ftc.gov/idtheft

Equifax

1-800-525-6285
www.equifax.com
Equifax Information Services
LLC
P.O. Box 105069 Atlanta, GA
30348-5069

Experian

1-888-397-3742
www.experian.com
P.O. Box 4500 Allen, TX 75013

TransUnion

1-800-680-7289
www.transunion.com
TransUnion Fraud Victim
Assistance Department
P.O. Box 2000 Chester, PA
19016