

<<Please Print on your Department Letterhead>>

June 22, 2012

Name
Address

Dear <<Insert Name>>

I am writing to inform you of a recently discovered breach of computer security at the University of Michigan that may have allowed unauthorized access to your former student identification number.

<<Short Description of Incident>> During a routine security review, a small number of student papers that contained student identification numbers were found on a University of Michigan controlled website. Student identification numbers were formerly based on social security numbers (SSNs). Upon discovery, the information was immediately removed from the website and is no longer accessible. University of Michigan Information Technology Security Services (ITSS) has reviewed the incident.

An investigation conducted by Information Technology Services (ITSS) at the University of Michigan confirms this, and we have been advised to inform you of the incident.

We have no reason to believe your information has been accessed or misused for any purpose, including identity theft. However, you may want to consider taking the following steps to protect yourself by contacting one of three companies below to place a fraud alert on your credit report.

- Equifax: 1-800-525-6285; www.equifax.com; P.O. Box 740241, Atlanta, GA 30374-0241
- Experian: 1-888-EXPERIAN (397-3742); www.experian.com; P.O. Box 9532, Allen, TX 75013
- TransUnion: 1-800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

This is a free service. You need to contact only one company. The company you contact is required to contact the other two.

Each of the three nationwide consumer credit reporting agencies is required to provide you with one free credit report per twelve-month period upon your request. It is always a good practice to regularly review activity on your accounts and to obtain your credit report from one or more of these companies.

In addition, the federal government provides guidance at: <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idt04.pdf>. We have enclosed a copy for your reference.

The University of Michigan and the Department of <<Insert Dept Name>> are committed to maintaining a secure computing environment and preserving the confidentiality of our electronic information. We are working meticulously to provide a secure computing environment to prevent incidents such as these from occurring. This particular problem has been eliminated and we will continue to review and improve our security procedures to ensure that personal information is protected. We deeply regret that this situation has occurred and are aware of how important your personal information is to you.

On behalf of the University of Michigan and the Department of <<Insert Depart Name>>, please accept my sincere apology for any inconvenience this incident may cause you. If you have questions or would like to talk to someone directly about this situation, please feel free to contact me. <<Insert Dept IT Support person/people>>, IT Administrator for the department, is also available to help answer any technical questions or concerns you may have. They can be reached at: <<Insert Phone Number>>, or by email to <<Insert email address>>.

Sincerely,

<Dept Chair or Director>
Chair, Department of << Insert Dept Name>>