



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

September 14, 2023

K0069-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345
PARENT OR GUARDIAN OF
SAMPLE A SAMPLE - L01
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



**[INSERT LANGUAGE] Translated Sample of Mailed Notice
Family Notice of PGCPS Cyber Incident and Information Breach**

Dear Parent or Guardian of _____:

Prince George’s County Public Schools (PGCPS) writes to make you aware of a recent incident that impacts the privacy of some of your child’s information. We are providing you with notice of the Monday, August 14, 2023 cyber incident, steps we have taken in response, and resources available to help you better protect your child’s information, should you feel it is appropriate to do so. We note that this initial notice may be supplemented at a later date with new information, as our investigation remains ongoing.

What Happened? On August 14, 2023, we discovered a data security incident that impacted our computer systems and caused a temporary disruption to certain operations. The incident was a ransomware event where an unauthorized actor accessed information that included PGCPS usernames and passwords (employee and student) that may have provided access to your child’s email and other district applications. Out of an abundance of caution, PGCPS forced a reset of all passwords, and all students were issued new passwords for the 2023 – 2024 school year. Additionally, we immediately responded and launched an investigation with outside forensic specialists to confirm the nature and scope of the incident and restore impacted computer systems to operability. The investigation is ongoing to determine any additional specific information that was impacted for any individual.

What Information Was Involved? From what we know so far, the information impacted includes your child’s PGCPS username and password. PGCPS students will no longer be able to access their email and district applications with passwords from last school year and are required to use new passwords. We will supplement this notice at a later date with new information if we become aware of other information relating to your minor that was impacted by this incident.

What We Are Doing. We treat our responsibility to safeguard the information entrusted to us as an utmost priority. As such, we responded immediately to this incident and have been working diligently to provide you with accurate and complete notice of the incident. Our immediate response to this event also included prompt correspondence with federal law enforcement authorities. As an added precaution, we are providing you with 12 months of complimentary access to a comprehensive product for minors that includes internet surveillance, social security number tracing and identity theft insurance with restoration, as well as guidance on how to better protect your information. Although we are covering



ENGAGEMENT NUMBER- B103670

K0069-L01

the cost of these services, due to privacy restrictions, you will need to complete the activation process for your child using the enrollment instructions included within the enclosure to this letter.

What You Can Do. You can find out more about how to safeguard your information in the enclosed *Steps You Can Take to Protect Personal Information*. There, you will find additional information about the comprehensive product for minors that includes internet surveillance, social security number tracing and identity theft insurance with restoration we are offering and how to enroll. We encourage you to remain vigilant and take appropriate identity protection measures.

For More Information. We understand you may have questions about this incident. To ensure your questions are answered in a timely manner, please call our dedicated assistance line at 844-254-3173, Monday through Friday 9 am – 11 pm EST, Saturday and Sunday 11 am – 8 pm EST (excluding major U.S. holidays). Be prepared to provide the engagement number B103670.

Sincerely,



Andrew Zuckerman,
Chief Information Officer

Prince George's County Public Schools
Sasscer Administration Building
14201 School Lane
Upper Marlboro, MD 20772
<https://www.pgcps.org/>

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 12 months.

If you believe there was fraudulent use of your minor dependent's information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your minor dependent's personal information, please follow the steps below:

- Ensure that you enroll by December 31, 2023. (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/minorplus>
- Provide your **activation code: ABCDEFGHI**
- Provide your minor's information when prompted

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 844-254-3173 by December 31, 2023. Be prepared to provide **engagement number B103670** 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:

- **Social Security Number Trace:** Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor's Social Security Number (SSN) on the Experian credit report.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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.
- 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.

* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Monitor Your Minor Child's Accounts

Typically, a minor under the age of 18 does not have credit in his or her name, and the consumer reporting agencies do not have a credit report in a minor's name. To find out if your minor has a credit report or to request a manual search for your minor's Social Security number each credit bureau has its own process. To learn more about these processes or request these services, you may contact the credit bureaus by phone or in writing or you may visit the below websites:

Experian

Experian Child Identity
P.O. Box 9554 Allen, TX
75013 1-888-397-3742
www.experian.com/fraud/form-minor-child.html

TransUnion

TransUnion Child Identity
P.O. Box 2000
Chester, PA 19016 1-800-916-8800
www.transunion.com/credit-disputes/child-identitytheft-inquiry-form

Equifax

Equifax Child Identity
P.O. Box 105788 Atlanta, GA
30348-5788 1-800-685-1111
<https://www.equifax.com/personal/education/identity-theft/child-identity-theft/>

Under U.S. law, individuals with credit are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order a free credit report, visit 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 a credit report should your minor have established credit.

Adults and minors 16 years or older have the right to place a "credit freeze" on a credit report, which will prohibit a consumer reporting agency from releasing information in the credit report without express authorization. A parent or guardian also has the right to place a "credit freeze" on a minor's credit report if the child is under the age of sixteen. This right includes proactively placing a "security freeze" on a minor's credit report if the minor is under 16 years old. If the nationwide credit reporting agencies do not have a credit file on the minor, they will create one so they can freeze it. This record cannot be used for credit purposes. It is there to make sure the child's record is frozen and protected against potential identity theft and fraud. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on a credit report. Should you wish to place a credit freeze on a credit file or proactively place a freeze on a minor's credit report, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554 Allen, TX
75013 1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 160
Woodlyn, PA 19094 1-800-916-8800
www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788 1-800-349-9960
www.equifax.com/personal/creditreport-services

As an alternative to a credit freeze, individuals with established credit have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-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 the minor is a victim of identity theft, he/she is 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:

Experian

P.O. Box 2002 Allen, TX
75013 1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000 Chester, PA
19016 1-800-916-8800

www.transunion.com/fraudvictim-resource/place-fraudalert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285

www.equifax.com/personal/creditreport-services

To request information about the existence of a credit file in your minor’s name, search for your minor’s social security number, place a credit freeze on your minor’s credit file, place a fraud alert on your minor’s credit report (if one exists), or request a copy of your minor’s credit report you may be required to provide the following information:

- A driver’s license or another government issued identification card, such as a state ID card, etc.;
- Proof of your address, such as a copy of a bank statement, utility bill, insurance statement, etc.;
- A copy of your minor’s birth certificate;
- A copy of your minor’s social security card;
- Your minor’s full name, including middle initial and generation, such as JR, SR, II, III, etc.;
- Your minor’s date of birth; and
- Your minor’s previous addresses for the past two years.

You can further educate yourself regarding identity theft prevention, fraud alerts, credit freezes, and the steps you can take to protect your minor 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; 1-877-ID-THEFT (1-877-438-4338); and 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 or your minor 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 or your minor 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 District of Columbia residents, the District of Columbia Attorney General may be contacted at: 441 4th St. NW #1100 Washington, D.C. 20001; 202-727-3400; and oag@dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.marylandattorneygeneral.gov.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

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 bureaus 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/f/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 New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, **The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>**.