BakerHostetler
EXPERIENCE FOR TOMORROW

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June 17, 2016

VIA EMAIL (IDTHEFT@OAG.STATE.MD.US) AND OVERNIGHT MAIL

Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202

Re: Incident Notification

Dear Sir or Madam:

Our client, Grand Valley State University (GVSU), is committed to protecting the security and confidentiality of its employees' information. On April 25, 2016, GVSU learned that a package it mailed to the city of Grand Rapids, Michigan had not yet been received. On May 17, 2016, the city of Grand Rapids confirmed that it was unable to locate the package, despite a comprehensive search involving GVSU, the city of Grand Rapids and the U.S. Postal Service.

GVSU's investigation revealed that the package included a disc that contained Form W-2 tax information for its employees working and/or residing in the city of Grand Rapids. The Form W-2 information included name, address, Social Security number, and 2015 income information. To date, GVSU has no evidence that the missing package has been found by any unauthorized individual or that any information contained on the missing disc has been accessed or misused by any unauthorized individual.

GVSU began mailing notification letters to the affected employees on June 17, 2016. GVSU is notifying one (1) Maryland resident by first class mail in accordance with Md. Code Ann. §14-3504 in substantially the same form as the letter enclosed herewith.[1] GVSU is offering

[1] As GVSU does not conduct business in Maryland, this letter is not, and does not constitute, a waiver of personal jurisdiction.

affected employees one year of credit monitoring and identity theft protection services through Experian.

To help prevent something like this from happening again, GVSU is enhancing its existing security procedures related to sending packages containing sensitive information

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

Theodore J. Kobus III
Partner

Enclosure

Grand Valley State University
Mail Handling Services
777 East Park Drive
Harrisburg, PA 17111

GRAND VALLEY STATE UNIVERSITY

June 17, 2016

[redacted] D-1

Dear [redacted]

Grand Valley State University (GVSU) is deeply committed to the security and confidentiality of our employees' information. Regrettably, we are writing to inform you of an incident involving some of that information.

On April 25, 2016, we learned that a package mailed to the city of Grand Rapids for tax purposes had not yet been received. We immediately began a comprehensive search with the assistance of the postal service and the city of Grand Rapids to attempt to locate the package. On May 17, 2016, Grand Rapids city employees confirmed to us that they did not find the package, and it still has not been found. The package included a disc which contained tax information for our employees working and/or residing in the city of Grand Rapids, including your name, address, Social Security number and 2015 income.

To date, we have no evidence that the missing package has been found by any unauthorized individual or that any information contained on the missing disc has been accessed or misused by any unauthorized individual. However, in an abundance of caution, we are notifying you about this incident so you may take any steps you judge to be appropriate. We are offering a complimentary one-year membership to Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on ProtectMyID Alert and instructions on how to activate your complimentary one-year membership, please see the next page of this letter.**

We regret any concern this incident may cause you. To help prevent something like this from happening again, we are enhancing our existing security procedures related to the sending of packages containing sensitive information. If you have any questions regarding this incident, please call 1-844-305-8392, Monday through Friday between the hours of 8 am and 5 pm ET.

Sincerely,

Brian Copeland

Brian Copeland
Associate Vice President for Business and Finance

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE **That You Enroll By: September 20, 2016** (Your code will not work after this date.)
2. VISIT the **ProtectMyID Web Site to enroll: www.protectmyid.com/redeem**
3. PROVIDE **Your Activation Code**[redacted]

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #: **PC102150**

ADDITIONAL DETAILS REGARDING YOUR ONE YEAR PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

Even if you choose not to take advantage of the identity theft protection services we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	**Experian**	**TransUnion**
P.O. Box 740241	P.O. Box 2002	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19016
www.equifax.com	www.experian.com	www.transunion.com
(800) 685-1111	(888) 397-3742	(800) 680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the Federal Trade Commission and/or the Maryland Attorney General's office. Contact information for the Federal Trade Commission and the Maryland Attorney General's office is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
(877) 438-4338

Maryland Attorney General's Office
200 St. Paul Place,
Baltimore, MD 21202
www.oag.state.md.us
1-888-743-0023

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of 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.