

Appendix

Hardin-Simmons University (“HSU”) is a private liberal arts university located in Abilene, Texas. Blackbaud, Inc. (“Blackbaud”) is a cloud-based software company that provides data-solution services to thousands of universities, non-profits and health systems worldwide, including HSU.

Blackbaud informed HSU it had discovered that an unauthorized individual gained access to its systems between February 7, 2020 and May 20, 2020. Blackbaud further advised that the unauthorized individual acquired backup copies of databases used by its customers, including a backup of the database HSU uses for information about alumni and friends of the university in connection with its fundraising activities.

After learning about the incident, HSU immediately took steps to understand the extent of the incident and the data involved, including consulting with experts and specialists in digital forensics, and diligently worked to obtain a copy of the backup database involved in the incident. After receiving the database from Blackbaud on November 11, 2020, HSU promptly proceeded to restore the backup and review the database to determine what information it contained.

On December 16, 2020, HSU’s analysis of the database revealed that it contained the name and Social Security number for one (1) Maine resident.

HSU mailed a notification letter to the Maine resident on January 8, 2021, in accordance with Me. Rev. Stat. Tit. 10, §1348¹, and offered them one year of complimentary credit monitoring services. A copy of the notification letter is enclosed. HSU has also provided a phone number for individuals to call if they have any questions regarding this incident. To reduce the likelihood of any repeat occurrence, HSU is examining its vendor relationship with Blackbaud and evaluating Blackbaud’s security safeguards.

¹ This report is not, and does not constitute, a waiver of HSU’s objection that Maine lacks personal jurisdiction over HSU regarding any claims related to this data security incident.



HARDIN-SIMMONS
UNIVERSITY

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>>,

Hardin-Simmons University ("HSU") is committed to protecting the security and privacy of our alumni, donors, and all the individuals who support HSU. This letter addresses an incident that occurred at one of our vendors, Blackbaud, Inc., which involved some of your information.

Blackbaud is a cloud-based software company that provides data solution services to thousands of universities, non-profits, and health systems worldwide, including HSU. Blackbaud informed us it had discovered that an unauthorized individual gained access to its systems between February 7, 2020 and May 20, 2020. The vendor further advised that the unauthorized individual acquired backup copies of databases used by its customers, including a backup of the database we use for information about alumni and friends of the university.

After learning about the incident, we immediately took steps to understand the extent of the incident and the data involved, including consulting with experts and specialists in digital forensics. As part of our ongoing efforts, we diligently worked to obtain a copy of the backup database involved in the incident. After we received the database from Blackbaud on November 11, 2020, we promptly proceeded to restore the backup and review the database to determine what information it contained.

On December 16, 2020, our analysis of the database revealed that it contained some of your information including your name and Social Security number. At this time, we are not aware of any evidence that any information involved in the incident has been misused.

Out of an abundance of caution, we are offering you a complimentary membership of Experian's® IdentityWorksSM. This product provides you with detection and resolution of identity theft. IdentityWorks is completely free to you and enrolling in this program will not hurt your credit score. **For instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take in response to the incident, please see the information on the following pages.**

We are notifying you of this incident because we take it very seriously. We regret any concern or inconvenience this incident may cause you. Should you have questions, please contact 1-833-971-3314, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time.

To reduce the likelihood of any repeat occurrence, we are examining our vendor relationship with Blackbaud and evaluating their security safeguards.

Sincerely,

Dr. Eric Wyatt
Assistant Vice President for Advancement
Hardin-Simmons University

Activate IdentityWorksSM Now in Three Easy Steps

1. ENROLL by: <<b2b_text_1(EnrollmentDeadline)>> (Your code will not work after this date.)
2. VISIT Experian's[®] IdentityWorksSM **website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: <<Member ID>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian's[®] IdentityWorksSM online, please contact Experian's customer care team at 1-877-890-9332. Be prepared to provide engagement number <<b2b_text_2(EngagementNumber)>> as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN'S[®] IDENTITYWORKSSM CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian[®] IdentityWorksSM, you will have access to the following additional features:

- **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.
- **Experian[®] IdentityWorksSM ExtendCARE[™]:** You receive the same highlevel of Identity Restoration support even after your Experian[®] IdentityWorksSM membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at <https://www.experianidworks.com/3bcredit>
or call 1-877-890-9332 to register with the activation code above.**

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. If you have any questions about IdentityWorks, 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 **1-877-890-9332**.

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

** 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.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the following addresses:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Hardin Simmons University's mailing address is 2200 Hickory St, Abilene, TX 79601, and the phone number is 1-325-670-1737.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state Attorney General at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us.

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state Attorney General at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies 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 reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.
- You have a right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.