

Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>> <<Date>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

**Re: Notice of Data Breach**

Dear <<Name 1>>:

Guilford Technical Community College (GTCC) is writing to notify you of an incident that may impact your personal information. You are receiving this notice as a current or former student, faculty member, or staff member of GTCC.

**What Happened?** On September 13, 2020, GTCC became victim to a ransomware attack. As a result, certain systems within GTCC's environment were encrypted. Once the attack was discovered, GTCC launched an investigation, with the assistance of leading cybersecurity experts, the Federal Bureau of Investigation, and other state agencies to determine what happened and to remediate impacted systems. As part of the investigation, it was determined that the responsible cybercriminal had access to GTCC's environment between August 5, 2020 and September 13, 2020 to perpetuate the attack and that personal information may have been accessible to the cybercriminal during that time as a result.

**What Information Was Involved?** Unfortunately, the forensic investigation was unable to identify the personal information impacted by the attack. Out of an abundance of caution, GTCC launched an extensive data mining effort of its entire network, with the assistance of leading cybersecurity experts, to identify any individual that may have had personal information accessible as a result of the incident. Due to size and complexity of GTCC's network, the cybersecurity experts had to rebuild systems and use automated and manual methods to search for personal information. Unfortunately, despite GTCC's diligent efforts, the data mining effort took a significant amount of time.

You are receiving this letter as the data mining determined that your personal information was present on GTCC's network at the time of the attack and may have been accessible to the cybercriminal as a result. This personal information includes your: name, <<data elements>>. **There is no confirmation that this personal information was accessed or acquired by the cybercriminal(s).**

**What Are We Doing?** We take this incident and the security of your information seriously. In addition to taking the steps detailed above and providing this notice to you, we have reviewed our policies and procedures, implemented additional safeguards to better protect against a similar incident in the future, and moved to a more secure cloud environment. GTCC is also offering you two (2) years of complimentary credit monitoring and identity restoration services with Equifax. GTCC is also notifying certain state regulators and the consumer reporting agencies of this incident as required.

**What You Can Do.** You can review the enclosed *Steps You Can Take To Protect Your Information*, which contains instructions on how to enroll in the complimentary credit monitoring and identity restoration services. This document also includes additional information on what you can do to better protect against the possibility of identity theft and fraud, if desired. Please note that while GTCC will cover the cost of the identity protection services, you will need to complete the enrollment process.

**For More Information.** We understand you may have questions that are not answered in this letter. To ensure your questions are timely answered, please contact our call dedicated call center at 855-604-1721. The call center is available Monday through Friday, 9:00am to 9:00pm EST.

We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,

A handwritten signature in cursive script that reads "Anthony J. Clarke". The signature is written in black ink and is positioned above the typed name.

Anthony J. Clarke, Ph.D.  
President  
Guilford Technical Community College

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

**Enroll in Equifax Credit Watch™ Gold:** To enroll in Equifax Credit Watch™ Gold, please:

- Go to [www.equifax.com/activate](http://www.equifax.com/activate), enter unique activation code <<**Activation Code**>>, and click submit.
- Complete the form with your contact information and click continue.
- Create an account and complete Equifax's identity verification process.
- Upon successful verification of your identity, you will see the Checkout Page. Click 'Sign Me Up' to finish your enrollment.
- The confirmation page shows your completed enrollment. Click "View My Product" to access product features.

The enrollment deadline is <<**Enrollment Date**>>.

Once enrolled, you will have access to two (2) years of credit monitoring and identity restoration services. Additional key features of Equifax Credit Watch™ Gold include:

- Credit monitoring with email notifications of key changes to your Equifax credit report.
- Daily access to your Equifax credit report.
- WebScan notifications when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites.
- Automatic fraud alerts, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock.
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf.
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

**Monitor your accounts:** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity or errors.

**Check credit reports:** Under United States law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://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 your credit report at:

Equifax  
P.O. Box 740256  
Atlanta, GA 30374  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 10916  
1-800-680-7289  
[www.transunion.com](http://www.transunion.com)

**Place a security freeze:** You may place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. You will need to place a security freeze separately with each of the three major credit bureaus if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, contact the credit reporting agencies at:

Equifax  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-349-9960  
[www.equifax.com/personal/credit-report-services/credit-freeze/](http://www.equifax.com/personal/credit-report-services/credit-freeze/)

Experian  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze](http://www.experian.com/freeze)

Transunion  
P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

**Place a fraud alert:** At no charge, you can also have the three major credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact the credit reporting agencies.

**Review additional resources:** You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting 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](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or

suspected identity theft should be promptly reported to law enforcement, the Federal Trade Commission, and your state Attorney General. You have the right to file a police report if you ever experience identity theft or fraud. This notification was not delayed by law enforcement.

**For District of Columbia residents:** The Attorney General can be contacted at 400 6<sup>th</sup> Street NW, Washington, D.C. 20001; 202-727-3400; [oag.dc.gov](http://oag.dc.gov). **For Maryland residents:** The Attorney General can be contacted at: 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, Maryland 21202; 888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). GTCC is located at 601 E. Main Street, P.O. Box 309, Jamestown, North Carolina 27282. **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 agencies must correct or delete inaccurate, incomplete, or unverifiable information. You have additional rights under the Fair Credit Reporting Act not summarized here and we encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf). **For New York residents:** The Attorney General can be contacted at: Office of the Attorney General, The Capital, Albany, New York 12224; 1-800-771-7755; and [ag.ny.gov](http://ag.ny.gov). **For North Carolina residents:** The Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, North Carolina 27699; 877-566-7226; and [www.ncdoj.gov](http://www.ncdoj.gov). **For Rhode Island residents:** The Attorney General can be contacted at: 150 South Main Street, Providence, RI 02903; 401-274-4400; and [www.riag.ri.gov](http://www.riag.ri.gov). A total of five (5) Rhode Island residents may be impacted by this incident.