



Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

<<Name 1>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>> :

We are writing to inform you that Buffalo Public Schools (“BPS”) was recently a victim of an e-mail security incident that may have resulted in access to some of your personal information. BPS takes the protection and proper use of your personal information seriously and is providing you with notice of this incident to keep you informed. Details follow below.

WHAT HAPPENED

On or about February 26, 2024, BPS became aware of suspicious activity relating to two e-mail accounts. Once BPS became aware of this activity, an investigation was immediately undertaken that ultimately confirmed that an unknown and unauthorized actor had potential access to these accounts between February 8, 2024 and February 22, 2024. Although the unauthorized actor is not believed to have taken any information, the investigation revealed that certain electronic files were likely opened during the period in question. A comprehensive review of those files, which continued through this month, revealed that certain information relating to you (name, contact information, <<Breached elements>>) could have been affected.

WHAT WE ARE DOING

In order to protect against similar incidents in the future, we are taking several precautionary measures, such as changing passwords and modifying internal controls.

WHAT YOU CAN DO

It is always a good idea to consider some or all of the below actions to help reduce your risk of identity theft:

- Remain vigilant, especially over the next 12 months, and review your bank accounts, credit card bills and free credit reports for unauthorized activity. Promptly report any suspected identity theft to your local law enforcement agency, the U.S. Federal Trade Commission, your State Attorney General, your financial institution, and to the Fraud Alert phone line of a consumer reporting agency. You can obtain information about fraud alerts and security freezes by contacting the three national reporting agencies below:
 - **Equifax**, P.O. Box 740256, Atlanta, GA 30374, www.equifax.com, 1-800-525-6285;
 - **Experian**, P.O. Box 4500, Allen, TX 75013, www.experian.com, 1-888-397-3742; and
 - **TransUnion**, 2 Baldwin Place, P.O. Box 1000, Chester, PA 19016, www.transunion.com, 1-800-680-7289.
- Periodically obtain credit reports from each nationwide credit reporting agency and have information relating to fraudulent transactions deleted.
- Place a fraud alert on your credit file by contacting any of the three credit reporting agencies listed above. A fraud alert temporarily, for a period of 90 days, requires potential creditors to take additional steps to verify your identity before issuing credit in your name.

- Place a security freeze on your consumer report. A security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. However, a security freeze may delay your ability to obtain credit. Please contact one of the three credit reporting agencies listed above for further information.
- Request and carefully review your free annual consumer credit report by visiting www.annualcreditreport.com or by calling 1-877-322-8228.

You can also contact the Federal Trade Commission to obtain information about preventing identity theft and, specifically, setting up fraud alerts and security freezes. The contact information for the Federal Trade Commission is as follows: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, www.ftc.gov, 1-877-382-4357.

OTHER IMPORTANT INFORMATION

BPS is also offering you a complimentary 12-month¹ membership of CyEx Identity Defense Complete monitoring services.

Enrollment Instructions

1. Visit app.identitydefense.com/enrollment/activate/bcsd
2. Enter your unique Activation Code: <<Activation Code>>
3. Click 'Redeem Code'
4. Follow the prompts to create your account

The deadline to enroll is <<Enrollment Deadline>>. After <<Enrollment Deadline>>, the enrollment process will close, and your Identity Defense code will no longer be active. If you do not enroll by <<Enrollment Deadline>>, you will not be able to take advantage of Identity Defense, so please enroll before the deadline.

Key Features

- 1-Bureau Credit Monitoring
- Monthly Credit Score and Tracker (VantageScore 3.0)
- Real-Time Authentication Alerts
- High-Risk Transaction Monitoring
- Address Change Monitoring
- Dark Web Monitoring
- Wallet Protection
- Security Freeze Assist
- \$1 Million Identity Theft Insurance²

If you need assistance with the enrollment process or have questions regarding Identity Defense, please call Identity Defense directly at 866.622.9303.

FOR MORE INFORMATION

If you have any questions, please call the dedicated toll-free response line at 888-837-1359. The response line is available Monday through Friday, 9 am to 9 pm Eastern Time. Additionally, our mailing address is 712 City Hall, 65 Niagara Square, Buffalo, NY 14202.

Thank you.

Sincerely,

Buffalo Public Schools

¹ Service Term begins on the date of enrollment, provided that the enrollment takes place during the approved enrollment period.

² Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. 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.

New York residents: For more information about how to prevent identity theft, you can contact the New York Department of State Division of Consumer Protection (New York State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001; (518) 474-8583; <https://dos.ny.gov/consumer-protection>) or the New York State Attorney General (New York State Attorney General's Office, The Capitol, Albany, NY 12224-0341; (800) 771-7755; (212) 416-8433; <https://ag.ny.gov>).