



THE CALIFORNIA STATE UNIVERSITY

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KEITH O. BOYUM
ASSOCIATE VICE CHANCELLOR
ACADEMIC AFFAIRS

August 26, 2005

«add» «first» «last»
«streetpo_box»
«city», «st» «zip»

Dear «first»,

I am writing to inform you that a computer belonging to a financial aid administrator at the California State University Office of the Chancellor was compromised (unauthorized access occurred) during a recent virus infection. That computer contained personal information, including your name and Social Security Number. While there is no indication that your private information was accessed for the purposes of identity theft, we are sending this notification to you as required by California Civil Code 1798.29, commonly referred to as SB 1386, and out of a concern for the potential for identify theft. Please accept our sincere apologies. This is a very serious issue for us, and we know that it is a very serious concern for you.

While the University cannot provide specific advice on how you should proceed, one option you have is to contact one of the credit reporting agencies, each of which has an automated phone-in fraud alert process. This service is offered free of charge to you. If you place a fraud alert, the agency with which you place the initial alert will notify the other two agencies. Fraud alerts will then be placed automatically on your accounts at those two agencies, and all three agencies will separately mail credit reports to you at no cost. For further information about fraud alerts, visit <http://www.idtheftcenter.org/fraudalerts.shtml>. Contact information for the credit agencies is as follows:

- Equifax (800) 525-6285 <http://www.equifax.com/>
- Experian (888) 397-3742 <http://www.experian.com/>
- Trans Union (800) 680-7289 <http://www.transunion.com/>

Please understand that, until you have initiated the fraud alert and received a credit report, you will not be able to speak with anyone at any of the credit bureaus. If you are unable to complete an automated fraud alert, you will need to contact the credit bureau by mail.

Once you receive your credit reports, review them for any suspicious activity. If you see any accounts you did not open or incorrect personal information, call the credit bureau(s) or your local law enforcement agency (e.g., city police department) to file a report of identity theft. The following resources can provide additional information about identity theft:

- California Attorney General's Office <http://caag.state.ca.us/idtheft/tips.htm>
- The Federal Trade Commission <http://www.consumer.gov/idtheft>
- California Office of Privacy Protection <http://privacy.ca.gov/cover/identitytheft.htm>
- California Office of Privacy Protection <http://privacy.ca.gov/cover/consumerinfo.htm>

No one from the California State University will contact you by phone or mail for follow-up information and you should be suspicious of any such contacts claiming to represent the California State University or requesting additional information from you about this incident.

Enclosed is a list of Frequently Asked Questions about this incident. You may also visit the website at <http://www.calstate.edu/Notice/> or you may call 562-951-4898 between the hours of 8 a.m. and 5p.m., Monday through Friday, and speak with Ms. Kelley McCoy.

Once again, please accept our apologies and be confident that the Office of the Chancellor is working diligently to implement measures to ensure that future incidents of this nature are prevented and that the security of information on students, faculty, and staff is strengthened.

Sincerely,

A handwritten signature in blue ink that reads "Keith O. Boyum" followed by a horizontal line.

Keith O. Boyum
Associate Vice Chancellor
Academic Affairs

KOB:
Enclosure