



June 27, 2023

NOTICE OF SECURITY INCIDENT

<fname> <lname>
<address1>
<address2>
<City>, <ST> <Zip>

Dear <fname>:

We are contacting you about a security incident that occurred at Chattanooga State Community College. The College experienced a cyber incident discovered by our cyber protection vendor on Saturday, May 6, 2023, which negatively impacted some computer systems across campus.

Chattanooga State takes the privacy and security of our constituents very seriously, and we immediately took steps designed to address and mitigate this incident. This notification provides you with important information regarding this security incident that involved your personal information.

What happened:

The College was the target of a criminal ransomware cyber-attack. This incident resulted in limited unauthorized access to certain information maintained by the College.

Chattanooga State's 24/7 cyber protection vendor notified the College on Saturday, May 6, 2023, of an active cyber incident. The College immediately prioritized fending off the cybercriminal and expelling them from our system. The College is working to restore the limited number of impacted computer systems from backups that are regularly retained by the College. Following the advice of law enforcement and external experts, the College has chosen not to engage with cybercriminals.

With the support of our cyber security vendor, the College has been working to assess whether and to what extent sensitive data may have been compromised. We now have evidence that approximately 1,244 individuals' personal information was involved in this incident.

What information was involved:

Unfortunately, 1,244 individuals were impacted by this security incident. According to our still active forensics investigation, sensitive personal information such as social security numbers were compromised from our network by the cybercriminal during this incident. The information may have included your personal information such as name, physical address, phone number, social security number, and/or birthdate. This information was not encrypted. The vast majority of the 1,244 impacted constituents took the GED in our testing center offered at the College in 2012 and 2013. A smaller subset of six were temporary employees.

What we are doing:

The College is making Equifax Credit Watch™ Gold credit monitoring services available for the impacted individuals at the College's expense. Please refer to the enclosed "Other Important Information" for key features and enrollment instructions.

What you can do:

Chattanooga State is asking the impacted individuals to use their unique activation code to access the complimentary credit monitoring the College will pay on your behalf. **The enrollment deadline to activate your complimentary code is September 30, 2023** (three months from this notification). Your unique activation code is: <ACTIVATION CODE>.

The Federal Trade Commission (FTC) recommends that you place a free fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Contact any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.

Experian, P.O. Box 9554, Allen, TX 75013
1-888-397-3742 <https://www.experian.com>

TransUnion, P.O. Box 2000, Chester, PA 19106
1-800-680-7289 <https://www.transunion.com>

Equifax, P.O. Box 105069, Atlanta, GA 30348
1-888-766-0008 <https://www.equifax.com/personal>

Ask each credit bureau to send you a free credit report after it places a fraud alert on your file. Review your credit reports for accounts and inquiries you don't recognize. These can be signs of identity theft. If your personal information has been misused, visit the FTC's site at **IdentityTheft.gov** to report the identity theft and get recovery steps. Even if you do not find any suspicious activity on your initial credit reports, the FTC recommends that you check your credit reports periodically to spot problems and address them quickly.

In addition to credit monitoring, the College has implemented additional security measures in an effort to prevent further cyber incidents and to continuously improve our systems.

For additional information and updates on this incident: We have established a dedicated response line to address any questions you have related to this incident: 423-697-5566. The response line is available M–F, 8:00 AM–4:30 PM E.T. For more information and updates, please visit chattanoogaastate.edu.

While this investigation remains active and ongoing, we believe it is essential to inform you promptly and offer assistance.

Sincerely,

Chattanooga State Community College