

Dear M. Karberg,

I'm writing to report a security breach at Dumbarton Oaks, which is a unit of the Trustees for Harvard University, a nonprofit organization.

On March 22, 2024, Harvard University's Information Security and Data Privacy team was alerted to unusual cyber activity in the computer systems at Dumbarton Oaks. The team quickly took action to contain the incident, including taking impacted systems offline, disabling or resetting affected accounts, and upgrading or retiring legacy systems. We promptly launched an investigation with the support of an industry leading cybersecurity firm. Based on our investigation, we believe that one or more unauthorized individuals accessed files stored on certain Dumbarton Oaks systems between March 21, 2024 and March 26, 2024.

Our investigation found evidence that the accessed files contained reportable personal information of 11 Maryland residents, including social security numbers, driver's license numbers and/or medical information. We plan to notify affected Maryland residents by US mail this week. A template of the notification letter is attached. As noted in the letter, we are offering affected individuals 24 months of credit monitoring free of cost.

Please let me know if you have any additional questions.

Best,  
Jennifer Harding

**Jennifer T. Harding**  
**Office of the General Counsel | Harvard University**  
Smith Campus Center, Suite 980 | 1350 Massachusetts Avenue  
Cambridge, MA 02138  
(617) 496-4192



**HARVARD**

Information Security and Data Privacy

April 22, 2024

**ADDRESS**

### **Notice of Data Breach**

Dear **XXX**:

We are writing to share some important information with you regarding a recent incident involving your personal information.

#### **What Happened**

On March 22, 2024, Harvard University's Information Security and Data Privacy team were alerted to unusual cyber activity in the computer systems at Dumbarton Oaks. We quickly took action to contain the incident, including taking impacted systems offline, disabling or resetting affected accounts, and upgrading or retiring legacy systems. We promptly launched an investigation with the support of an industry leading cybersecurity firm. Based on our investigation, we believe that an unauthorized individual(s) accessed files stored on certain Dumbarton Oaks systems between March 21, 2024 and March 26, 2024.

#### **What Information Was Involved**

Our investigation determined that the accessed files contained certain personal information related to you. In particular, the information included your Social Security number and driver's license number.

#### **What We Are Doing**

As noted above, upon learning of the unusual cyber activity, we immediately took steps to contain the incident and launched an investigation. In response to this event, we are also reviewing and enhancing the information security practices at Dumbarton Oaks. We are also alerting you to this incident, as well as providing you with an offer of complimentary credit monitoring.

#### **What You Can Do**

We encourage you to regularly review your financial accounts and report any suspicious or unrecognized activity immediately. The enclosed "Important Identity Theft Information" provides further information about what you can do. As recommended by federal regulatory agencies, you should remain vigilant for the next 12 to 24 months and report any suspected incidents of fraud to the relevant financial institution.

## Other Important Information

In order to assist you with this vigilance, arrangements have been made to provide you with complimentary use of Experian IdentityWorks, for two years, should you wish to participate. Details about this offer and your activation code are included in the enclosed "Details Regarding 24-Month Experian IdentityWorks Membership." If you have questions about the product, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332.

We regret this incident and any inconvenience to you. If we can be of help in any way, please contact me via email at [XXX](#) or by phone at [XXXX](#).

Sincerely,

A handwritten signature in black ink, reading "Nathan Hall", enclosed in a thin black rectangular border.

Nathan Hall  
Deputy Chief Information Security and Data Privacy Officer  
University Information Security and Data Privacy

## DETAILS REGARDING 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 24 months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by July 31, 2024** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/3bplus>
- Provide your **activation code: XXX**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by July 31, 2024. Be prepared to provide engagement number **XXX** as proof of eligibility for the Identity Restoration services by Experian.

## ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

### **Important Identity Theft Information: Steps You Can Take to Protect Your Identity**

#### Review Your Accounts and Credit Reports

Regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You can obtain a free copy of your credit report online at <https://www.annualcreditreport.com> by calling toll free 877-322-8228, or by mailing an Annual Credit Report Request Form (available at <https://www.annualcreditreport.com>) to: Annual Credit Report Request Service. P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

|                                                                                                                                           |                                                                                                                                     |                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Equifax<br>P.O. Box 105281<br>Atlanta, GA 30348-5281<br><br>888-378-4329<br><a href="https://www.equifax.com">https://www.equifax.com</a> | Experian<br>P.O. Box 9701<br>Allen, TX 75013<br><br>888-397-3742<br><a href="https://www.experian.com">https://www.experian.com</a> | TransUnion<br>2 Baldwin Place<br>P.O. Box 1000<br>Chester, PA 19016<br>800-888-4213<br><a href="https://www.transunion.com">https://www.transunion.com</a> |
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#### Consider Placing a Fraud Alert

You may wish to consider contacting the fraud department of the three major credit bureaus to request that a “fraud alert” be placed on your file. A fraud alert notifies potential lenders to verify your identification before extending credit in your name.

|                                                      |                                                           |                                                  |
|------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------|
| Equifax<br>P.O. Box 105069<br>Atlanta, GA 30348-5069 | Experian Fraud Center<br>P.O. Box 9554<br>Allen, TX 75013 | TransUnion<br>P.O. Box 2000<br>Chester, PA 19016 |
|------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------|

|                                                                               |                                                                                 |                                                                                     |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 800-525-6285<br><a href="https://www.equifax.com">https://www.equifax.com</a> | 888-397-3742<br><a href="https://www.experian.com">https://www.experian.com</a> | 800-680-7289<br><a href="https://www.transunion.com">https://www.transunion.com</a> |
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### Security Freeze for Credit Reporting Agencies

You may wish to request a security freeze on your credit reports. 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. It is free to place, lift or remove a security freeze.

You must separately place a security freeze on your credit report at each credit bureau. To do so, you must contact the credit bureaus by phone, mail, or secure electronic means:

|                                                                                                                                       |                                                                                                                                                 |                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Equifax<br>P.O. Box 105788<br>Atlanta, GA 30348-5788<br>888-298-0045<br><a href="https://www.equifax.com">https://www.equifax.com</a> | Experian Security Freeze<br>P.O. Box 9554<br>Allen, TX 75013<br>888-397-3742<br><a href="https://www.experian.com">https://www.experian.com</a> | TransUnion<br>P.O. Box 160<br>Woodlyn, PA 19094<br>800-916-8800<br><a href="https://www.transunion.com">https://www.transunion.com</a> |
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To request a security freeze, you will need to provide the following:

- Your full name (including middle initial, Jr., Sr., Roman numerals, etc.)
- Social Security Number
- Date of birth
- Address(es) where you have lived over the prior five years
- Proof of current address such as a current utility bill
- A photocopy of a government-issued ID card

If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

If you request a freeze online or by phone, the agency must place the freeze within one business day. The credit bureaus have three business days after receiving a request by mail to place a security freeze on your credit report, and they must also send confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the freeze to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include (1) proper identification; (2) the PIN number or password provided to you when you placed the security freeze; and (3) the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available.

You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit [https://www.ftc.gov/system/files/ftc\\_gov/pdf/fcra-may2023-508.pdf](https://www.ftc.gov/system/files/ftc_gov/pdf/fcra-may2023-508.pdf) or <https://www.ftc.gov>.

### Suggestions if You Are a Victim of Identity Theft

- File a police report. Get a copy of the report to submit to your creditors and others that may require proof of a crime.
- Contact the U.S. Federal Trade Commission (FTC). The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. File a report with the FTC by calling the FTC's Identity Theft Hotline: 877-IDTHEFT (438-4338); online at <https://www.ftc.gov/idtheft>; or by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.
- Keep a record of your contacts. Start a file with copies of your credit reports, the police reports, any correspondence, and copies of disputed bills. It is helpful to log conversations with creditors, law enforcement officials, and other relevant parties.

### Take Steps to Avoid Identity Theft

Further information can be obtained from the FTC about steps to take to avoid identity theft at: <https://www.ftc.gov/idtheft>; calling 877-IDTHEFT (438-4338); or write to Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.

### **State Specific Information**

IF YOU ARE A DISTRICT OF COLUMBIA RESIDENT: In addition to the FTC, you may obtain information about avoiding identity theft from the District of Columbia Attorney General's Office. This office can be reached at:

Office of the Attorney General  
441 4th Street, NW  
Suite 1100 South  
Washington, DC 20001  
202-727-3400  
<https://oag.dc.gov>

IF YOU ARE A MARYLAND RESIDENT: In addition to the FTC, you may obtain information about avoiding identity theft from the Maryland Attorney General's Office. This office can be reached at:

Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
888-743-0023  
<https://www.marylandattorneygeneral.gov>

IF YOU ARE A NEW YORK RESIDENT: In addition to the FTC, you may obtain information about security breach response and identity theft prevention and protection from the following New York state agencies:

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| Office of the New York State Attorney General<br>The Capitol<br>Albany, NY 12224-0341<br>800-771-7755<br><a href="https://ag.ny.gov">https://ag.ny.gov</a> | New York Department of State<br>Division of Consumer Protection<br>99 Washington Avenue<br>Albany, New York 12231<br>800-697-1220<br><a href="https://www.dos.ny.gov">https://www.dos.ny.gov</a> |
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