

From: Williams, John W <jwwilliams6@aacc.edu>
Sent: Friday, November 8, 2024 10:06 AM
To: IDTheft
Cc: President & VPs; Boykin, Tiffany, F; Little, Andrew P.; Judy, Megan, E; Borders, Christopher, P; Baum, Dan, B
Subject: Breach Report
Attachments: 2024 Affected Individual Notification - daalbrecht.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Data breach

Breach Report

- - Description of the information compromised:
 - One (1) User Account credentials compromised, through phishing email
 - One File with names of 34 vendors or commonly accessed website, link to website, username, password.
 - All valid account passwords have been changed.
 - Contact information for the business, including a toll-free number if the business has one:
Anne Arundel Community College
101 College Parkway
Arnold, MD 21012
- John Williams
Director information Security
Phone: (410) 777-1255
Email: Jwwilliams6@aacc.edu
- Toll-free numbers and addresses for each of the three credit reporting agencies: Equifax, Experian, and TransUnion
 - Experian**
Online: Experian Freeze Center
Phone: 1-888-397-3742
By mail, write to:
Experian Security Freeze
PO Box 9554
Allen, TX 75013
 - Equifax**
Online: Equifax Credit Report Services
Phone: 1-800-685-1111
By mail, write to:
Equifax Information Services LLC

[PO Box 105788](#)
[Atlanta, GA 30348-5788](#)

[TransUnion](#)

[Online: TransUnion Credit Freezes](#)

[Phone: 1-888-909-8872](#)

[By mail, write to:](#)

[TransUnion LLC](#)

[PO Box 2000](#)

[Chester, PA 19016](#)

- Toll-free numbers, addresses, and websites for the Federal Trade Commission (FTC) and the Maryland Office of the Attorney General (OAG)
 - Federal Trade Commission
 - identity theft website (www.identitytheft.gov/).
 - (877)- 4338-4338
 - (866) 653-4261 (TTY)
 - Contact the OAG Identity Theft Unit
 - Phone: (410) 576-6491
 - Fax: (410) 576-6566
 - E-mail: idtheft@oag.state.md.us
 - Mail: 200 St. Paul Place, 25th Floor, Baltimore, MD 21202
- A statement that the individual can obtain information from these sources about steps to avoid identity theft:
 - See attached document
- Attach a sample copy of the notice being sent to consumer:
 - See attached document

John Williams, CISSP
Director Information Security
Information and Instructional Technologies Division
Anne Arundel Community College

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To: Denise Albrecht

From: John Williams, Director Information Security

Date: November 8, 2024

Subject: Compromised Account

This document is to provide an update on the Division of Information and Instructional Technology's (IIT) investigation into your compromised AACC employee account, the steps we are taking, and our ongoing efforts to safeguard the security of our staff, systems, and data.

What happened / What was involved?

On October 25, 2024 you received a phishing email that included an encrypted file. You entered your credentials to obtain the file, which allowed unauthorized personnel to use your credentials to access your M365 Office account. While in M365 Office, the unauthorized personnel then used your favorites to access 3 different files. You changed the passwords for the accounts that were located in 1 of the files. You took the Cybersecurity Awareness Training Course again.

Why did this happen?

This occurred because you entered your credentials into a malicious website, after receiving a phishing email.

Additional Suggestions for Safeguarding Personal Information:

We are confident that the threat posed by the bad actor has been effectively mitigated. We take the security of employee and student information very seriously and deeply regret any concern this may cause you. AACC is offering to reimburse you for one year of credit and personal identification monitoring services at all 3 major credit bureaus.

Password protect any files you retain that include user ID and passwords. Password protecting the files that contain sensitive information would have provided an additional level of protection which in this situation would have likely prevented the access to your credentials for other sites.

What can you do? (Credit Monitoring Resources)

We understand this situation may cause concern. To assist you, the College is offering credit monitoring for you for one year. We encourage you to take full advantage of this service. Options include:

- Experian: www.experian.com - Phone: 1-888-397-3742
- Equifax: www.equifax.com - Phone: 1-888-548-7878
- TransUnion: www.transunion.com - Phone: 1-833-395-6938
- IdentityForce: www.identityforce.com - Phone: 1-877-694-3367
- myFICO: www.myfico.com - Phone: 1-800-319-4433
- LifeLock by Norton: www.lifelock.com - Phone: 1-800-543-3562
- PrivacyGuard: www.privacyguard.com - Phone: 1-800-374-8273
- IDShield: www.idshield.com - Phone: 1-888-807-0407
- IdentityIQ: www.identityiq.com - Phone: 1-877-875-4347
- ID Watchdog: <https://idwatchdog.com> - Phone: 1-800-970-5182
- MyIDCare: <https://www.myidcare.com> - Phone: 1-800-939-4170

What do I do if I have questions?

For more information or support with the credit monitoring process, please don't hesitate to contact:

- Candy Chaney via email at cmchaney2@aacc.edu or by phone at 410-777-2487.
- Rick Kravovich via email at rckravovich@aacc.edu or by phone at 410-777-2195.
- You can also contact our IIT Technical Service Desk at 410-777-HELP (4357) or by visiting MyAACC.

Your Privacy Matters

IIT remains committed to protecting your privacy. The safety of our systems and data is essential to our success, and we take this responsibility seriously. Thank you for your cooperation to resolve this matter and sincerely regret any concern this incident may cause. If you have any questions, please do not hesitate to contact us directly.

Information about Identity Theft Protection

You can regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [Free credit report](#), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (4384338), [How to recover from identity theft | Consumer Advice \(ftc.gov\)](#)

For residents of Maryland: You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [Maryland Attorney General - ID Theft](#)

Security Freezes and Fraud Alerts:

You have a right to place a security freeze on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that [using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval](#) of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and

enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. The security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be provided with a personal identification number, password or similar device to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report to a specific party or parties or for a specific period of time after the freeze is in place. To remove the freeze or to provide authorization for the temporary release of your credit report, you must contact the consumer reporting agency and may need to provide some, or all, of the following:

- (1) the unique personal identification number, password or similar device provided by the consumer reporting agency;
- (2) proper identification to verify your identity; and
- (3) information regarding the third party or parties who are to receive the credit report or the period of time for which the credit report may be released to users of the credit report.

A security freeze does not apply in all circumstances, such as where you have an existing account relationship and a copy of your credit report is requested by your existing creditor or its agents for certain types of account review, collection, fraud control or similar activities; for use in setting or adjusting an insurance rate or claim or insurance underwriting; for certain governmental purposes; and for purposes of pre-screening as defined in the federal Fair Credit Reporting Act.

If you are actively seeking a new credit, loan, utility, telephone or insurance account, you should understand that the procedures involved in lifting a security freeze may slow your own applications for credit. You should plan ahead and lift a freeze, either completely if you are shopping around or specifically for a certain creditor,

with enough advance notice before you apply for new credit for the lifting to take effect. You should contact a consumer reporting agency and request it to lift the freeze at least three business days before applying.

For more information, including information about additional rights, you can visit:

[Identity Theft and Online Security](#)

<https://www.consumerfinance.gov/learnmore/>.

or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below:

Equifax (www.equifax.com) General Contact: P.O. Box 740241 Atlanta, GA 30374 800-685-1111 Fraud Alerts: P.O. Box 740256, Atlanta, GA 30374 Credit Freezes: P.O. Box 105788, Atlanta, GA 30348	Experian (www.experian.com) General Contact: P.O. Box 2002 Allen, TX 75013 888-397-3742 Fraud Alerts and Security Freezes: P.O. Box 9554, Allen, TX 75013	TransUnion (www.transunion.com) General Contact, Fraud Alerts and Security Freezes: P.O. Box 2000 Chester, PA 19022 888-909-8872
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