

August 8, 2010

Dear ,

You are receiving this letter because you have been or currently are a participant in the Oregon Department of Human Services (DHS), **Oregon Food Stamp Employment and Transition (OFSET) program** run by Portland Community College (PCC). There has been a data security incident at Portland Community College's OFSET program that involves some of your personal information. PCC recently became aware of this matter and is moving quickly to notify you and others concerned, even though there is no indication at this point that any of the personal information in question has been accessed by anyone outside the college.

Here are the facts: On Aug. 5, a PCC OFSET employee reported that a car had been broken into and items were stolen. The employee had been transferring information from one PCC work location to another. One of the items taken was a data storage device that held your name and Social Security number. No other information related to you was taken.

PCC has conducted an extensive investigation and a report has been filed with the Portland Police Bureau. The police report number is 1064265.

Since we cannot guarantee that your data has been secure, we are advising that you may want to take measures to help prevent and detect any misuse of your information. The following steps are widely encouraged by information technology and financial professionals for your protection:

- Monitor your financial accounts carefully, and if you see any unauthorized activity, promptly contact your financial institution. Look for inquiries from companies you haven't contacted, accounts you didn't open, and debts on your accounts that you can't explain.
- Place a "Fraud Alert" or a "Credit Freeze" on your credit reports, and review the reports carefully. The three nationwide consumer reporting companies have toll-free numbers for placing an initial 90-day fraud alert; legally one agency must report to the other agencies, so one call is enough. If you are victim of identity theft or have reported the theft of your personal identifying information to a law enforcement agency, there is no fee to you.
 - Equifax: 1-800-525-6285
 - Experian: 1-888-EXPERIAN (397-3742)
 - TransUnion: 1-800-680-7289
- Placing a fraud alert entitles you to free copies of your credit reports. A fraud alert is a signal placed in your credit report to warn potential creditors that they must use what the law calls "reasonable policies and procedures" to verify your identity before they issue credit in your name.
- Oregon law allows Oregon residents to protect themselves from the possibility of identify theft by placing a credit freeze on their credit files. By placing a freeze, you can prevent anyone who

fraudulently acquires your personal identifying information from using that information to open new accounts or borrow money in your name. For detailed procedures, go to the Oregon Dept. of Consumer and Business Services at http://www.dfcs.oregon.gov/id_theft.html and click on "Security Freeze."

- If you find that you are a victim of identity theft, report it immediately to law enforcement and the FTC. Your report helps law enforcement officials across the country in their investigations.
 - Online: ftc.gov/idtheft
 - 1-877-ID-THEFT (438-4338) or TTY, 1-866-653-4261
 - By mail: Identity Theft Clearinghouse, Federal Trade Commission, Washington, DC 20580

PCC takes its responsibility to protect private information seriously and continues to work diligently to limit the use and availability of personally identifiable information. That includes regular training for PCC personnel and communications with our attorneys and law enforcement officials. Staff members are held accountable for any actions that occur outside of established protocols.

To assist in protecting your identity, PCC is offering to you, at **no cost**, for one year, Debix Credit Protection. This product provides:

- Comprehensive credit file monitoring of all three agency credit reports
- Immediate actionable Credit Alerts by phone
- On call investigator if an attack occurs
- Fraud recovery service and \$1,000,000 in identity theft insurance coverage

DebixCredit Protection will be contacting you directly as to how you can sign up for this credit protection service.

If you have any questions about this incident, please contact Eric Jernigan, Portland Community College Information Security Manager, at (503) 977-4896 or incidentresponse@pcc.edu. In addition, identify theft related information is available at: www.pcc.edu/incidentresponse.

Sincerely,



Wing-Kit Chung
Vice President Administrative Services

