COMMUNITY COLLEGE
system of New Hampshire

April 24, 2008

Attorney General, Kelly Ayotte
Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Attorney General Ayotte,

We are writing to notify you that the Community College System of NH recently learned of a data security incident involving personal information of individuals who were community college students.

A laptop belonging to a consultant at SunGard Higher Education, a software company that has provided IT services to the Community College System of NH (CCSNH), was stolen. The theft occurred on March 13, 2008 and was immediately reported to law enforcement, but the laptop has not been recovered. The laptop was protected with a strong password to access the operating system. After an analysis of backup data, SunGard Higher Education found that the stolen laptop contained data from a project with CCSNH. Security teams from CCSNH and SunGard Higher Education then worked together to further analyze and verify the data.

The security breach involved personally identifiable information of 167 former students. The information contained on the laptop included the students' first and last names and Social Security Numbers.

Pursuant to RSA 359-C:20, we are notifying you of this breach and informing you that we will forthwith be sending direct notification to the affected individuals. While SunGard believes the laptop was stolen for the value of the hardware rather than the data, we will recommend that the affected individuals take steps to protect themselves from the possible misuse of personal information.

A website has been created at www.sungardhe.com/laptoptheft to provide the affected individuals with information on protecting their identity. A toll-free information line has also been established to address affected individuals' questions and concerns.

CCSNH and SunGard Higher Education take this theft and the protection of confidential information very seriously. SunGard Higher Education has taken immediate action and sincerely regrets that this incident occurred. SunGard Higher Education has apologized to CCSNH for this situation. We will do everything we can to prevent this type of breach from occurring again.

Sincerely,

Dr. Richard A. Gustafson
Chancellor

26 College Drive, Concord, NH 03301-7407
Phone (603) 271-2722 | (800) 247-3420 | TDD Access: relay NH (800) 735-2964 | Fax (603) 271-2725
www.ccsnh.edu

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Dear :

We are writing to inform you of the theft of a laptop computer that may put your personal information at risk. While there is no indication that identity theft was the motive behind the incident, we wanted to inform you of the circumstances and let you know of the precautions you can take.

The laptop that was stolen belonged to a consultant at SunGard Higher Education, a software company that has provided IT services to the Community College System of NH (CCSNH). SunGard Higher Education is a global leader in IT services for colleges and universities, large financial services companies, and public sector entities. The theft occurred on March 13, 2008 and was immediately reported to law enforcement, but the laptop has not been recovered. The laptop was protected with a strong password to access the operating system. After an analysis of backup data, SunGard Higher Education found that the stolen laptop contained data from a project with CCSNH. Security teams from CCSNH and SunGard Higher Education then worked together to further analyze and verify the data.

The analysis indicated that the stolen laptop contained data that included your name and Social Security Number. Although SunGard Higher Education believes the laptop was stolen for the value of the hardware rather than the data, we recommend that you take steps to protect yourself from the possible misuse of your personal information.

A website has been created at www.sungardhe.com/laptoptheft to provide you with information on how to protect your identity. We recommend you visit the site and take the precautionary steps outlined to help guard yourself against potential identity theft. For example, we recommend that you carefully review your credit card and banking/financial institution(s) statements for any suspicious and/or unauthorized activity. You are also encouraged to request a copy of your credit report. You are entitled to receive one free report per year from each of the three main consumer reporting companies:

- Equifax – 800-525-6285, www.equifax.com
- Experian – 888-397-3742, www.experian.com
- TransUnion – 800-680-7289, www.tuc.com

Credit monitoring will be provided, at no cost to you, for a period of one year. ConsumerInfo.com, Inc., an Experian® company, has been selected to provide you with credit monitoring. This credit monitoring product known as **Triple Alert**SM will identify and notify you of key changes in your three national credit reports that may indicate fraudulent activity. Your complimentary 12 month membership includes:

- Monitoring all three credit files with Experian, Equifax® and TransUnion® – everyday
- Email alerts of key changes indicating possible fraudulent activity – within 24 hours
- Monthly "No Hit" alerts, if applicable

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- Dedicated team of fraud resolution representatives for victims of identity theft
- $25,000 identity theft insurance with no deductible*

*Due to New York state law restrictions, identity theft insurance coverage cannot be offered to residents of New York.

To obtain a credit monitoring activation code, please contact the laptop theft information center toll-free at 866-520-2408. You will be asked to provide your name, the name of the institution you attended, your address, and your four-digit personal identification number PIN. The pin assigned to you is: [redacted] Representatives at this information line can also address your questions and concerns.

Once you have called the information center and have received your activation code, please visit http://partner.consumerinfo.com/start. You will be prompted to enter the activation code and you will be instructed on how to initiate your online membership. You have until August 1, 2008 to activate this membership, which will continue for 12 full months from the date of activation. We encourage you to activate your credit monitoring membership quickly.

CCSNH and SunGard Higher Education take this theft and the protection of confidential information very seriously. SunGard Higher Education has taken immediate action and sincerely regrets that this incident occurred. SunGard Higher Education apologizes to you, and to CCSNH, for the inconvenience this incident may cause.

Sincerely,

Dr. Richard A. Gustafson
Chancellor