

Office of the Attorney General
33 Capitol Street
Concord, NH 03301

September 19, 2014

RE: Important Notice Regarding Possible Disclosure of Private Information

I am writing to inform you of possible unauthorized access to private information for some of your residents. On September 2, 2014, our office discovered a coding error in its SELF Loan administrative web portal log-in page. The website is used by college and university financial aid administrators to track students who have completed online SELF Loan counseling. The site contains data including the student's institution, full name, Social Security Number, email address, an internal identifier and when a student completed online counseling. The coding error we discovered may have permitted unauthorized people connecting to the portal to enter a user name and password combination to view data on the SELF site. The coding error was immediately corrected upon discovery.

Our investigation does not indicate that data has been used inappropriately; rather, it indicates only that data could have been accidentally viewed by an unauthorized person. Our investigation does not indicate hacking—only a potentially inadvertent viewing.

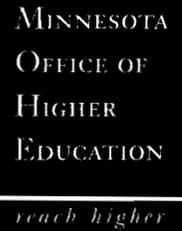
The attached notification is being sent to three people with mailing addresses in your state. Notices are anticipated to be mailed within five business days.

If you have any questions, please contact me at Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108; by email at Marilyn.kosir@state.mn.us or by phone at 651-355-0600.

Sincerely,



Marilyn Kosir, Student Loan Manager
Minnesota Office of Higher Education



Name
Address1
Address2
City, State Zip

September 23, 2014

RE: Important Notice Regarding Possible Disclosure of Private Information

Dear Student:

The Minnesota Office of Higher Education (OHE) takes seriously its responsibility to protect information about the individuals it serves. I am writing to inform you of a concern regarding possible unauthorized access of your private information.

On September 2, 2014, our office discovered a coding error in its SELF Loan administrative web portal log-in page. The website is used by college and university financial aid administrators to track students who have completed online loan counseling. The site contains data including a student's institution, full name, Social Security Number, e-mail address, an internal identifier and when a student completed online counseling. The coding error we discovered may have permitted unauthorized people connecting to the portal to enter a user name and password combination to view your data on the SELF site.

Our investigation does not indicate that your data has been used inappropriately; rather it indicates only that your data could have been accidentally viewed by an unauthorized person. Our investigation does not indicate hacking—only a potential inadvertent viewing.

The coding error was immediately corrected upon discovery. In addition, Social Security Numbers have been removed from the website where financial aid administrators access counseling information.

You may contact our office to obtain a copy of the report summarizing the findings of our investigation into this incident. If you request a copy of the report, it will be sent to you by your preference of e-mail or mail.

Although there is no indication of inappropriate use of information, general information on protecting your credit is included with this letter.

I deeply regret that this occurred and apologize for any uneasiness and inconvenience this may cause you. If you have any questions, please contact our office either by e-mail at selfloan.ohe@state.mn.us; by phone at 651-642-0567 or 800-657-3866; or by writing us at the Minnesota Office of Higher Education, 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108.

I will keep you informed if there are any additional developments related to this incident that may be of importance to you.

Sincerely,

A handwritten signature in black ink, reading "Lawrence J. Pogemiller". The signature is written in a cursive style with a large, prominent initial "L".

Lawrence J. Pogemiller
Commissioner of Higher Education

Enclosure: General Information on Protecting Your Credit

General Information on Protecting Your Credit

Take precautionary measures to protect yourself, such as:

- Review your monthly account statements.
- Access and monitor your personal credit reports.
 - You can request a free copy of your credit report once every 12 months from each of the three consumer credit reporting companies.
 - Your free credit report can provide information about anyone who has received information about your credit history within a certain period of time.
 - You can request a free credit report online at www.annualcreditreport.com or by telephone at 1-877-322-8288.
 - Check for transactions or accounts that you don't recognize.
 - If you see something you don't understand, call the number listed on the credit report or visit the Federal Trade Commission's website on identity theft at <http://www.consumer.gov/idtheft/>.
 - You can also contact the Federal Trade Commission by phone at 1-877-438-4338 or by mail at 600 Pennsylvania Avenue NW, Washington, D.C. 20580.