

August 21, 2020

Out of an abundance of caution, we are writing to let you know about a data security incident that may have involved your personal information. Texas A&M University-Kingsville takes the protection of your information very seriously and therefore are contacting you about the incident.

On July 16, 2020, Texas A&M-Kingsville was notified by our third-party service provider, Blackbaud, that it was the victim of a ransomware attack. Our communication with you is based on the information we have received from Blackbaud, and information otherwise available publicly from them. Blackbaud reported to the university that they discovered a ransomware attack and expelled the cybercriminal from their system. However, Blackbaud did state that the cybercriminal was able to acquire backup files that may have contained personal information, which was based on Blackbaud's findings and could have included contact information including name, addresses, phone numbers, email and history of your relationship with the university. Other key fields within those files were already encrypted when the cybercriminal gained access and therefore are useless to them. Blackbaud paid the cybercriminal in order to receive confirmation that the backup files were destroyed. Based on the nature of the incident, Blackbaud's research, and their investigation (including law enforcement), they believe the acquired data was deleted by the cybercriminal.

While Blackbaud reports to the university that the cybercriminal did not access your credit card information, bank account information, or social security number, the university cannot independently verify this. Therefore, the university is notifying you so you can act to protect yourself. As a best practice, Texas A&M-Kingsville recommends you promptly report any suspicious activity or suspected identity theft to the proper authorities. The Federal Trade Commission (FTC) recommends that you place a fraud alert on your credit file. A fraud alert lets creditors know to contact you before they open any new accounts or change your existing accounts. Contact any one of the three major credit bureaus using the information listed below; the company you contact is required to notify the other two, which will place an alert on their versions of your credit report as well.

[Equifax](#): 800 525-6285;P.O. Box 740231, Atlanta, GA 30374-0241

[Experian](#): 888 397-3742;P.O. Box 9532, Allen, TX 75013

[TransUnion](#): 800 680-7289;Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

Once you place the fraud alert in your file, you are entitled to order free copies of your credit reports, and if you ask, only the last four digits of your Social Security Number will appear on your credit reports. Carefully review any credit reports you receive. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. And look for personal information, such as home address and Social Security Number that is not accurate. If you see anything you do not understand, call the credit agency at the telephone number on the report.

If you do find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records. You may also wish to file a complaint with the FTC at www.consumer.gov/idtheft or 1877-ID-THEFT (438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations. Even if you do not find any signs of fraud on your reports, some consumer protection specialists recommend

checking your credit report every three months for the next year. Just call one of the numbers listed above to order your reports and keep the fraud alert in place.

For more information on identity theft, you may wish to review the resources available on the [Texas Attorney General's Web site](#) or call the Attorney General's Consumer Protection Division at 1-800-621-0508.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have any further questions or concerns regarding this matter, please [email us](#) or Blackbaud directly at 1-855-907-2099. You can also visit our [resource web page](#).