

Jena Valdetero
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Jena.valdetero@gtlaw.com

October 25, 2023

VIA EMAIL

Attorney General Brenna Bird
Office of the Attorney General
Consumer Protection Division
1305 E. Walnut Street
Des Moines, IA 50319
consumer@iowa.gov

Dear Attorney General Bird:

We write to notify your office of a data security event that may have affected the security of certain personal information relating to approximately 1,456 Iowa residents.

On or around May 31, 2023, and again in June 2023, Progress Software Corporation publicly disclosed zero-day vulnerabilities that impacted its MOVEit Transfer software. The University of Missouri (the “University”) utilizes this application for managed file transfers. The University moved quickly to apply available patching, which was first available June 2, 2023, and undertook recommended mitigation steps. This vulnerability impacted thousands of MOVEit customers worldwide.

The University recently confirmed that certain information it transferred through MOVEit was among the information acquired by the unauthorized individual who perpetuated this incident. The University acted quickly to investigate the extent and scope of the personal information acquired. This investigation concluded on September 9, 2023. This information included, for different individuals, Social Security numbers, limited health information, and/or dates of birth.

The University is providing notice on or about October 20, 2023 to those potentially impacted individuals. An example of the notification is attached. Information to assist impacted individuals was included with the notice.

Should you have any questions regarding this notification, please contact me.

Best regards,



Jena Valdetero
Shareholder



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

<<b2b_text_1 (REFERENCE #)>>

[Re: Notice of Data Breach]

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

On May 31, 2023, Progress Software announced a previously unknown (Zero-Day) vulnerability affecting its MOVEit® Transfer application (SecureFT). University of Missouri (“The University”) utilizes this application for managed file transfers. This Zero Day vulnerability has affected thousands of MOVEit customers worldwide. The University recently confirmed that certain personal information transferred through MOVEit was among the information acquired by the unauthorized individuals who perpetrated this incident, including your personal information. We are providing information and services to help you protect against possible identity theft or fraud, should you wish to take further action.

WHAT HAPPENED: After Progress Software’s announcement on May 31st, The University immediately began investigating to determine if it was among one of the thousands of Progress Software customers affected. We engaged third-party cybersecurity experts to assist us in investigating and notified law enforcement. After a manual review of the documents contained on the MOVEit platform, we identified on September 7, 2023, your personal information in the affected data set.

WHAT INFORMATION WAS INVOLVED: The information involved may have included <<b2b_text_2 (data elements)>>.

WHAT WE ARE DOING: We immediately took the MOVEit application offline and have applied the available patches to address the vulnerability. To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for two years. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of their confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6 (activation date)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

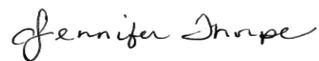
Additional information describing your services is included with this letter.

WHAT YOU CAN DO: We encourage you to contact Kroll with any questions and to activate in the free identity monitoring services at the number below.

Affected individuals may consider freezing their credit to prevent loans, credit cards, and other services from being opened in their names without their permission. To initiate a credit freeze, contact each of the three national credit reporting agencies listed on the following page. Additional information is available at www.annualcreditreport.com. We also recommend you review your credit reports and account statements over the next 12 to 24 months and notify your financial institution of any unauthorized transactions or incidents of suspected identity theft. Refer to the enclosed "Important Additional Information" for other precautions you can take.

FOR MORE INFORMATION: If you have any questions about this incident, please contact [XXX-XX-XXXX](tel:XXX-XX-XXXX), Monday – Friday between 8 a.m. and 5:30. Central Time, excluding major U.S. holidays. We deeply regret the concern or inconvenience this incident may cause you and appreciate your patience and support.

Sincerely,



Jennifer Thorpe
System Privacy Officer
University of Missouri

ENC: Important Additional Information

Additional Important Information

For residents of Iowa: You are advised to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon: You are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of New Mexico: You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident. You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or see the contact information for the Federal Trade Commission listed below.

For residents of District of Columbia, Maryland, New York, North Carolina, and Rhode Island: You can obtain information from the District of Columbia, Maryland, North Carolina, New York, and Rhode Island Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

DC Attorney General 400 6 th Street NW Washington, DC 20001 1-202-727-3400 www.oag.dc.gov	Maryland Office of Attorney General 200 St. Paul Pl Baltimore, MD 21202 1-888-743-0023 https://www.marylandattorneygeneral.gov/	New York Attorney General 120 Broadway, 3rd Fl New York, NY 10271 1-800-771-7755 www.ag.ny.gov	North Carolina Attorney General 9001 Mail Service Ctr Raleigh, NC 27699 1-877-566-7226 https://ncdoj.gov/	Rhode Island Attorney General 150 South Main St Providence RI 02903 1-401-274-4400 www.riag.ri.gov
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Federal Trade Commission, Consumer Response Center
600 Pennsylvania Ave, NW Washington, DC 20580
1-877-IDTHEFT (438-4338) www.identitytheft.gov

For residents of Massachusetts and Rhode Island: You have the right to obtain or file a police report.

For residents of all states:

You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (www.experian.com/fraud/center.html) or Transunion (www.transunion.com/fraud-victim-resource/place-fraud-alert). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant for incidents of fraud and identity theft by reviewing payment card account statements and monitoring your credit reports for suspicious or unusual activity and immediately report any suspicious activity or incidents of identity theft.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by visiting their websites below or by mail. In order to place the security freeze for yourself, your spouse, or a minor under the age of 16, you will need to provide your name, address for the past two years, date of birth, Social Security number, proof of identity and proof of address as requested by the credit reporting company. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password, which will be required to lift the freeze, which you can do either temporarily or permanently. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348-5788
[www.equifax.com/personal/
credit-report-services/credit-freeze/](http://www.equifax.com/personal/credit-report-services/credit-freeze/)
1-866-478-0027

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013-9544
[http://www.experian.com/freeze/
center.html](http://www.experian.com/freeze/center.html)
1-888-397-3742

TransUnion Security Freeze
P.O. Box 160
Woodlyn, PA 19094
www.transunion.com/credit-freeze
1-800-916-8800



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
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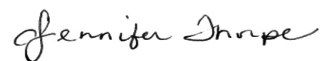
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WHAT WE ARE DOING: We immediately took the MOVEit application offline and have applied the available patches to address the vulnerability.

WHAT YOU CAN DO: Affected individuals may consider freezing their credit to prevent loans, credit cards, and other services from being opened in their names without their permission. To initiate a credit freeze, contact each of the three national credit reporting agencies listed on the following page. Additional information is available at www.annualcreditreport.com. We also recommend you review your credit reports and account statements over the next 12 to 24 months and notify your financial institution of any unauthorized transactions or incidents of suspected identity theft. Refer to the enclosed “Important Additional Information” for other precautions you can take.

FOR MORE INFORMATION: If you have any questions about this incident, please contact [XXX-XX-XXXX](tel:XXX-XX-XXXX), Monday – Friday between 8 a.m. and 5:30. Central Time, excluding major U.S. holidays. We deeply regret the concern or inconvenience this incident may cause you and appreciate your patience and support.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer Thorpe".

Jennifer Thorpe
System Privacy Officer
University of Missouri

ENC: Important Additional Information

Additional Important Information

For residents of Iowa: You are advised to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon: You are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of New Mexico: You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident. You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or see the contact information for the Federal Trade Commission listed below.

For residents of District of Columbia, Maryland, New York, North Carolina, and Rhode Island: You can obtain information from the District of Columbia, Maryland, North Carolina, New York, and Rhode Island Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

DC Attorney General 400 6 th Street NW Washington, DC 20001 1-202-727-3400 www.oag.dc.gov	Maryland Office of Attorney General 200 St. Paul Pl Baltimore, MD 21202 1-888-743-0023 https://www.marylandattorneygeneral.gov/	New York Attorney General 120 Broadway, 3rd Fl New York, NY 10271 1-800-771-7755 www.ag.ny.gov	North Carolina Attorney General 9001 Mail Service Ctr Raleigh, NC 27699 1-877-566-7226 https://ncdoj.gov/	Rhode Island Attorney General 150 South Main St Providence RI 02903 1-401-274-4400 www.riag.ri.gov
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Federal Trade Commission, Consumer Response Center
600 Pennsylvania Ave, NW Washington, DC 20580
1-877-IDTHEFT (438-4338) www.identitytheft.gov

For residents of Massachusetts and Rhode Island: You have the right to obtain or file a police report.

For residents of all states:

You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (www.experian.com/fraud/center.html) or Transunion (www.transunion.com/fraud-victim-resource/place-fraud-alert). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

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Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency by visiting their websites below or by mail. In order to place the security freeze for yourself, your spouse, or a minor under the age of 16, you will need to provide your name, address for the past two years, date of birth, Social Security number, proof of identity and proof of address as requested by the credit reporting company. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password, which will be required to lift the freeze, which you can do either temporarily or permanently. It is free to place, lift, or remove a security freeze.

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348-5788

[www.equifax.com/personal/
credit-report-services/credit-freeze/](http://www.equifax.com/personal/credit-report-services/credit-freeze/)

1-866-478-0027

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013-9544

[http://www.experian.com/freeze/
center.html](http://www.experian.com/freeze/center.html)

1-888-397-3742

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

www.transunion.com/credit-freeze

1-800-916-8800