

October 31, 2008

Cal State L.A. University Auxiliary Services, Inc. (UAS) was informed by the University that computer intruder(s) had breached a UAS server. The University learned of the breach when another university informed Cal State L.A. that a server at this location – later identified as a UAS server – was attempting to scan the other university's network. The UAS server was in a controlled access location and not physically accessible to unauthorized persons. It stored personal information necessary to process payroll, including your name and Social Security number. The UAS computer servers and network are separate from those of Cal State L.A. and no other UAS servers were affected.

While there is no indication that the intruder(s) accessed your personal information, or will use it for identity theft, we are sending this notification to you as required by California Civil Code 1798.29, commonly referred to as SB 1386. The University cannot advise you on how you should proceed; however, we can provide the following limited logistical information:

To detect identity theft, one option you have is to contact one of the three credit reporting agencies listed below. Each has an automated phone-in fraud alert process. If you place a fraud alert with one of these agencies, it will notify the other two agencies. Fraud alerts will then be automatically placed on your accounts at those two agencies. All three agencies will separately mail credit reports to you at no cost. The credit agencies may be contacted at:

- Equifax (800) 525-6285 [www.equifax.com](http://www.equifax.com)
- Experian (888) 397-3742 [www.experian.com](http://www.experian.com)
- TransUnion (800) 680-7289 [www.transunion.com](http://www.transunion.com)

Once you receive your credit reports, review them for any suspicious activity. If you see accounts that you did not open or incorrect personal information, call the credit bureau(s) and/or your local law enforcement agency (e.g., city police department) to report fraud. The following resources provide additional information about fraud and identity theft:

- California Office of Information Security and Privacy Protection [www.privacy.ca.gov](http://www.privacy.ca.gov)
- The Federal Trade Commission [www.consumer.gov/idtheft/](http://www.consumer.gov/idtheft/)

**Caution:** Be wary of any individuals claiming to be affiliated with the University or UAS who may contact students, employees, and alumni asking for personal information, such as Social Security numbers and/or credit card numbers with PINs. **Do not** release any private information in response to any contacts of this nature. UAS and Cal State L.A. are diligently working to contact everyone affected to provide information and resources to help prevent possible fraud or identity theft.

For additional information, updates, and references about fraud alerts, visit UAS's website regarding this incident at <http://www.calstatela.edu/uasincident> or call toll-free **(800) 883-4029**. For as long as necessary, a call center will operate weekdays between the hours of 9:00 a.m. and 8:00 p.m., and on Saturday, Nov. 8, 2008 between 9:00 a.m. and 2:00 p.m.

Universities have become attractive targets for hackers and intruders. Please be assured, however, that UAS is committed to the highest level of protection of confidential information and immediate steps have been taken to reduce the possibility of future incidents.

Sincerely,

Patrick Harris  
Executive Director  
Cal State L.A. University Auxiliary Services