

## **Greenville Technical College – System Disruption Update September 18, 2020**

On August 27, 2020, Greenville Technical College discovered that certain files on its systems were infected with a malware impacting our ability to access those systems. Greenville Technical College immediately launched an investigation aided by cyber security specialists. Further, Greenville Technical College notified both state and federal law enforcement. Although this investigation is ongoing, Greenville Technical College has learned it was the victim of a sophisticated ransomware attack. Fortunately, Greenville Technical College maintained backup copies of impacted systems and data which allowed Greenville Technical College to securely restore systems and services.

While Greenville Technical College continues to investigate the full nature and scope of this incident, Greenville Technical College provides the following additional information about the incident and steps individuals can take to protect their personal information from possible misuse, should they feel it appropriate to do so.

In addition to causing a computer system disruption, the group responsible for this incident accessed and acquired certain Greenville Technical College information. Please know that Greenville Technical College is dedicating all of its resources to determining how this event occurred and what information is potentially impacted. While the general categories of information maintained by Greenville Technical College varies by individual (e.g., faculty, staff, or students), such information may include name, address, and the following personal identifying information: Social Security number, driver's license / identification card number, financial account information, credit/debit card number, digital signature, electronic identification number, email address/username and password, date of birth, and/or student record information.

Information security is among Greenville Technical College's highest priorities, and Greenville Technical College is actively working to implement additional security measures to prevent a similar incident from happening in the future. In an abundance of caution, Greenville Technical College is providing the following information regarding steps individuals can take to protect their information from potential fraud or misuse:

### **Enroll in Credit Monitoring**

Greenville Technical College has secured the services of Epiq to provide access to twelve (12) months of complimentary credit monitoring by TransUnion for potentially impacted individuals. To get information on how you can enroll, call the dedicated assistance line at 888-490-0859 which can be reached Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time.

### **Monitor Your Accounts**

We encourage you to remain vigilant against incidents of identity theft and fraud and to monitor your account statements and credit reports. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

#### **Experian**

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

#### **TransUnion**

P.O. Box 160  
Chester, PA 19094  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

#### **Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

**Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

**TransUnion**

P.O. Box 2000  
Chester, PA 19106  
1-800-680-7289  
[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

**Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

**Reset Online Account Passwords**

As a general practice, Greenville Technical College encourages individuals to frequently reset online account passwords, to use complex password combinations, and to not share passwords or use identical passwords for multiple online accounts. Although to date, Greenville Technical College's investigation has not confirmed that specific online account passwords were impacted by this event, Greenville Technical College encourages individuals to reset any online account passwords for accounts associated with Greenville Technical College or online accounts accessed while on Greenville Technical College's network or computer devices.

**Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, and the South Carolina Department of Consumer Affairs.

The Federal Trade Commission can be reached at 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338), and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim.

The South Carolina Department of Consumer Affairs can be reached at 2221 Devine St. Suite 200, P.O. Box 5757, Columbia, South Carolina, 29250, [www.consumer.sc.gov](http://www.consumer.sc.gov), and 800-922-1594.

**For More Information**

Greenville Technical College greatly appreciates your patience as we continue to recover from this unprecedented event and regrets any concern you may have. If you have questions about this incident, we established a dedicated assistance line at 888-490-0859 which can be reached Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time.