

July 30, 2020

Blackbaud about this serious matter and their handling of information.

## Blackbaud Data Security Incident Frequently Asked Questions (FAQs)

### 1. What happened?

On July 16, 2020, a third party vendor, Blackbaud, informed the Middle Georgia State University (MGA) Foundation of a data breach which resulted in unauthorized access to certain information maintained by Blackbaud. Upon learning of this incident, MGA immediately commenced an investigation to determine what, if any, MGA Foundation data was impacted. Please know we take the incident and safeguarding the security of our donors' information very seriously.

16, 56.6Tf a third

notified sooner. However, upon receiving initial notification from Blackbaud on 10/16/2020, the MGA Foundation immediately responded and launched an investigation to determine the extent to which MGA Foundation data may be impacted. We have been working in close coordination with the University System of Georgia offices on this investigation and response. Our initial investigation and response efforts were required to ensure the accuracy of the information provided to you. The MGA Foundation then notified those whose information may be impacted.

## 7. What should I do?

According to Blackbaud, this event did not disclose Social Security number or financial account details. Please do not hesitate to contact the MGA Foundation if you have a question about the legitimacy of any communication you receive from ~~an~~ ~~entity~~ that appears to be the Middle Georgia State University Foundation.

**While Blackbaud has stated that there is no evidence of further misuse of the information involved in this incident, you may wish to monitor financial transactions and your credit report:**

For more information, please review information provided by the Federal Trade Commission at [www.identitytheft.gov](http://www.identitytheft.gov)

**Monitoring your financial statements carefully.** If you see any unauthorized or suspicious activity, promptly contact your bank, credit union, or credit card company.

**Monitoring your credit reports for suspicious or unauthorized activity.** 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), toll free, 18773228228. You may also contact the three major credit bureaus directly to request a free copy of your credit report:

Experian  
P.O. Box 9554  
Allen, TX 75013  
1-8883973742  
<https://www.experian.com>

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
1-8006807289  
<https://www.transunion.com>

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
1-8887660008  
<https://www.equifax.com/personal>

**Placing a fraud alert on your credit file.** You have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a one-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. Contact the three major credit bureaus directly to place a fraud alert on your credit file.

**Placing a security freeze on your credit file.** A security freeze 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 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 required to place or lift a security freeze on your credit report. Contact the three major credit bureaus directly to place a security freeze on your credit file.

**Contacting the Federal Trade Commission and your state Attorney General** to learn more about identity theft, fraud alerts, security freezes, and other steps you can take to protect yourself. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.identitytheft.gov](http://www.identitytheft.gov); 877-ID-THEFT (1-877-438-4338); TTY: 866-653-4261.

**Report incidents of suspected or actual identity theft or fraud to law enforcement,** the Federal Trade Commission, and your state Attorney General.

#### 8. Was law enforcement notified?

Yes, Blackbaud reports that they notified the FBI and are cooperating with the FBI’s investigation.

#### 9. Is Credit Monitoring being offered?

Credit monitoring is not being offered. Blackbaud claims the data breach did not expose personal information used to commit identity theft. Further, Blackbaud reported no evidence of misuse of the information involved.