

**From:** [lasfaa-l@lasfaa.org](mailto:lasfaa-l@lasfaa.org)  
**To:** [lasfaa-l@lasfaa.org](mailto:lasfaa-l@lasfaa.org);  
**CC:**  
**Subject:** [Lasfaa-L] [lasfaa-l] Letter From Melanie Amrhein, LOSFA Executive Director  
**Date:** Friday, October 19, 2007 4:03:38 PM  
**Attachments:** [ATT00047.txt](#)

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Submitted: October 19, 2007

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From: Sigmund Morel  
smorel@osfa.la.gov

Subject: Letter From Melanie Amrhein, LOSFA Executive Director

Message:  
Dear Colleagues,

I was very disappointed that I was not able to join all of you at the LASFAA conference held in Shreveport last week, but I m sure you now understand why I had to stay home. It is an understatement to say that the breach in security that we are experiencing now is a terrible thing and so very regrettable. We put our trust in an outside vendor who failed in keeping the data secure and we accept the responsibility that comes with that.

Thank you all for your efforts in assisting us with alerting your students, staff and others in your area of precautions they can take. I knew I could count on this community.

Many of you are wondering about the delay in the notification. Of course, our first hope was that the data was simply misplaced and a search would recover it. Local and state authorities were brought in to assist in trying to locate it. The Security Breach Notification Act is

still new and the protocol is unspecific and administered under another state office. It was our understanding that they had to give us reasonable assurance that public notification would not jeopardize the ongoing investigation. Once that determination was made and communicated to us, we acted immediately. We have enlisted the aid of a national expert, Identity Theft Resource Center to advise us in how to establish our web and phone info, training for call center staff and verbiage for letters and notices, etc.

Our efforts now are concentrated in two areas:

1) Getting information to all individuals who could have been affected by this breach. Letters will be sent to certain students, but it will be impossible to individually notify each person with a record due to the age of some of the data.

That s why it is critical that the community still play a role in keeping students abreast of protective measures.

Here are some facts:

- a. There was no credit card information held in these records
- b. Personal identification information, including SSN, date of birth and in some cases driver s license numbers (loan applications) is included in the data.
- c. The information is compressed, but not encrypted.
- d. No one should feel that they **MUST** subscribe to a credit protection or monitoring service. This is a personal choice, but credit reports can be obtained for free. We understand that this can be time consuming, but it is a free service. Equifax is offering a reduced rate plan (1/2 price) for individuals who are at risk in this breach. That offer will be posted through the web query if a hit is made after the personal information is entered. Unfortunately, Equifax will not make a refund to anyone if they have already subscribed without the LOSFA code.

2) Changing our business continuity and data storage plan to better utilize technology that is available to include immediate purchase of hardware that allows encryption capability and terminate the current services that were being utilized for data storage. LOSFA has been

working on a comprehensive Disaster Recovery Plan for the past year to go into place before July 2008 that includes these security measures, but unfortunately were not in place at the time of the breach.

Our School/Lender Services staff are ready to assist you on your campus if you want to schedule a meeting with students so that we can address their concerns and give them first hand advice on what they should do.

We will keep you informed as new developments arise.

Melanie