



Patrice Richardson
Supervisor of Testing and Instruction
310 N. Parkway
Jackson, TN 38305

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Dear Parent/Guardian:

We are contacting you about the unintended release of personally identifiable information concerning your child. A computer disk of test data including social security numbers and test scores has disappeared and was presumably stolen from one of our staff. Although at this time we have no evidence that any of the information on the disk has been used in any way, we are taking proactive steps in informing you that the information may be accessed by persons unknown to the school system.

Jackson Madison County Schools has hired National ID Recovery (NIDR), a professional Identity Theft Recovery Service, to facilitate the process of ensuring that your child's information is not being misused both on an immediate and an ongoing monthly basis for the next year. This service employs professional *Recovery Specialists*, who are paralegals trained to handle identity theft cases. The following steps will be taken when you call the toll-free number below:

1. The *Recovery Specialist* will place a fraud alert at the three credit reporting agencies to determine if a credit file exists in your child's name and will give you an immediate report. If a credit file does exist the *Recovery Specialist* will order a copy of the credit file for you, upon your receipt they will review it with you to determine if any fraud is present. If so, the *Recovery Specialist* will perform all of the research, phone calls, document preparation and follow-up necessary to clear your child's name to relieve you of the legwork associated with addressing identity theft. In addition, the *Recovery Specialist* will work with law enforcement to try to identify and apprehend the criminal who is fraudulently using the information.

2. On an ongoing basis, National ID Recovery (NIDR) will use “Identity Monitoring” to look for the use of your child’s personal information monthly in thousands of databases across the nation, and sources on the internet that are known to trade in identities. If any evidence of misuse is found you will be notified of the problem and a case will be opened. The *Recovery Specialist* will go to work to address the incident per the description above.

These services “**DO**” require that you provide your authorization. We have established a toll-free number directly to National ID Recovery in order to make this as seamless as possible for you. You may place this call anytime after receiving this letter. The benefits will end one year from the date of this letter.

Call toll free to National ID Recovery, 1-800-836-5679, to activate the monitoring services for your child provided by Jackson Madison County Schools. Services may not begin if you do not provide authorization by calling this number.

You may also find additional information concerning safeguarding from identity theft on NIDR’s education site located at www.nationalidrecovery.org/jmcs or the FTC’s web site, <http://www.ftc.gov/bcp/menus/consumer/data.shtm>. Among other things, the web sites include valuable information as well as safeguarding tips, current identity theft news, and newsletters provided by NIDR. In addition, please take the time to take a look at the article posted on the FTC site, *Take Charge: Fighting Back Against Identify Theft* (<http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idt04.shtm>); it has a great approach to helping you guard against and deal with identify theft in the future.

We sincerely regret any concern or inconvenience this incident may cause you. For additional information about this incident you may also call me at 731-664-2545.

Sincerely,

Patrice Richardson
Supervisor of Testing and Instruction



