

Substitute Teacher Service
2901 Dutton Mill Road
Suite 200
Aston, PA 19014



April 10, 2025

Re: Notice of Data Security Event

Dear 



Substitute Teacher Service, Inc. (“STS”) is writing to notify you of a data security event that may have affected your personal information. While we are unaware of any attempted or actual misuse of your personal information, we are providing you with information about the event, our response, and steps you may take to protect against any misuse of your personal information, should you feel it necessary to do so.

What Happened? On January 9, 2025, STS identified suspicious activity on our network and immediately began investigating the incident. STS then engaged with leading cybersecurity forensic teams to assist in investigating the incident and ensure the security of our computer systems. On January 23, 2025, the investigation revealed an unauthorized actor acquired database files from our computer systems on December 22, 2024.

What Information was Involved? The potentially affected information may have included your name, Social Security number, Driver’s License number and financial account information (including bank account number and routing number).

What We Are Doing. In addition to the actions described above, we have taken steps to reduce the risk of this type of incident occurring in the future, including enhancing our comprehensive security measures. Although we are unaware of any attempted or actual misuse of your personal information as a result of the event, STS is offering you twelve (12) months of complimentary credit monitoring services through CyEx, a leader in identity protection services.


What You Can Do. Please review the enclosed “Steps You Can Take to Help Protect Your Personal Information,” which provides information on what you can do to better safeguard against possible misuse of your personal information.

To enroll in twelve (12) months of complimentary credit monitoring services through CyEx, please call, toll-free,  or visit app.identitydefense.com/enrollment/activate/  and enter the Enrollment Code provided above. CyEx representatives are available Monday through Friday from 9:00 AM – 9:00 PM Eastern Time. Please note the deadline to enroll is July 6, 2025.

To Enroll, Please Call:



Or Visit:

app.identitydefense.com/enrollment/activate/ 

Enrollment Code: 

For More Information. If you have additional questions or concerns that are not addressed in this notice, please call our toll-free dedicated assistance line at [REDACTED]. This toll-free line is available 9:00 AM – 9:00 PM Eastern Time.

We sincerely regret any inconvenience this event may cause you. We remain committed to ensuring the security of information in our care.

Sincerely,

J.R. Godwin
President
Substitute Teacher Service, Inc.

Steps You Can Take to Help Protect Your Personal Information

Monitor your accounts: We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity or errors. Please report any suspicious activity on your account to the institution.

Check credit reports: Under United States 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 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 at:

Equifax®

P.O. Box 740241
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 9701
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion®

P.O. Box 1000
Chester, PA 19016
1-800-888-4213
www.transunion.com

Place a security freeze: You may place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. You will need to place a security freeze separately with each of the three major credit bureaus if you wish to place a freeze on all your credit files. To request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, contact the credit reporting agencies at:

Equifax	P.O. Box 105788 Atlanta, GA 30348	1-800-685-1111	equifax.com/personal/credit-report-services
----------------	--------------------------------------	----------------	--

Experian	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	experian.com/freeze/center.html
-----------------	----------------------------------	----------------	--

TransUnion	P.O. Box 2000 Chester, PA 19016	1-888-909-8872	transunion.com/credit-freeze
-------------------	------------------------------------	----------------	--

Place a fraud alert: At no charge, you can also have the three major credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability

to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact the credit reporting agencies.

Equifax	P.O. Box 105788 Atlanta, GA 30348	1-888-766-0008	equifax.com/personal/credit-report-services
Experian	P.O. Box 9554 Allen, TX 75013	1-888-397-3742	experian.com/fraud/center.html
TransUnion	P.O. Box 2000 Chester, PA 19016	1-888-909-8872	transunion.com/fraud-victim-resource/place-fraud-alert

Review additional resources: You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General, with some shown below. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be promptly reported to law enforcement, the Federal Trade Commission, and your state Attorney General. You have the right to file a police report if you ever experience identity theft or fraud. This notification was not delayed by law enforcement.

Federal Trade Commission (FTC)
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov and ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General
Bureau of Internet and Technology Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
riag.ri.gov
1-401-274-4400

Washington, D.C. Attorney General
441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf>