



July 5, 2023

I want to address a matter of utmost importance: the recent data breach that has affected members of our organization as well as many other organizations. I want to assure everyone that I am working diligently and closely with CalSTRS, the California State Teachers' Retirement System, to gain a thorough understanding of the situation and take the necessary steps to protect your personal information.

The security and privacy of your data is of paramount concern to CalSTRS and CalRTA. CalSTRS has sent a letter to all retirees whose information was involved in the data breach. This letter came from Experian through a Georgia address. To help those affected, CalSTRS has partnered with Experian to provide you with a free membership for one year to this invaluable safeguard — Experian Identity Works.

Under Experian Identity Works, three credit monitoring companies will be actively monitoring your credit profiles, ensuring that you are promptly alerted in the event of any suspicious activities or attempts to use your Social Security number. This level of proactive monitoring adds additional protection, offering you peace of mind during this challenging time. **If you choose to sign up, you can do so through the number provided in your letter or online. Please be sure to have your engagement number ready to tell the Experian Customer Service team.** I have shared with CalSTRS that the wait times are long, and some members have had trouble connecting, and they will be notifying Experian of the concerns.

I want to emphasize that, according to the information I have received, no banking or account information has been compromised during this breach. Be assured, I am communicating with CalSTRS to address our members' concerns.

While we cannot undo what has already transpired, we are committed to taking every possible measure to prevent any further harm and protect your sensitive information. Our collaboration with CalSTRS is vital in this regard, as we draw upon their expertise in data security and their commitment to ensuring the integrity of your pensions.

I understand that this breach has caused concern among our retirees. Many of our members are non-tech and do not receive email updates or current information from CalRTA. I am asking all of our leaders – at the State and Division – to reach out and connect through phone calls with your non-tech members and share this information.

Your well-being is our top priority, and we will continue working diligently with CalSTRS to keep you informed about any developments.

Thank you for your patience as we investigate the best ways to help our members.

Susan Dixon
President CalRTA

California Retired Teachers Association

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