

Notice of PowerSchool Data Security Incident

January 30, 2025 - Lutheran Family Services of Virginia is actively monitoring a recent cybersecurity incident that impacted PowerSchool, a company that provides Lutheran Family Services of Virginia with student information management software.

Specifically, we recently learned that on December 28, 2024, PowerSchool discovered that an unauthorized actor gained access to certain customer data, potentially including some information relating to Lutheran Family Services of Virginia. At this time, broadly speaking, our understanding is that the elements of information involved in this incident generally may include the following: names, contact information, dates of birth, Social Security numbers, medical alert information, and other related information.

We understand that on or about January 29, 2025, PowerSchool began sending notifications via email directly to certain impacted individuals and families to notify them of the incident. It is anticipated that these incident notification emails from PowerSchool will be sent to affected individuals and families on a rolling basis in the coming days and weeks. **As of January 29, 2025, PowerSchool has represented its investigation into the incident has not yet concluded.**

As such, our understanding of the scope of the incident is actively evolving and there remains a possibility that those families who have not yet received an email from PowerSchool may receive one in the future, along with further communication from Lutheran Family Services of Virginia.

While we await final findings from PowerSchool concerning the scope of the impact of this incident, it is important to remain diligent in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

PowerSchool is offering two years of complimentary identity protection services to students and educators whose information was involved. For adult students and educators, this offer will also include two years of complimentary credit monitoring services. If you are interested in enrolling, please sign up via one of the two following options:

Option 1 from PowerSchool: If the Involved Individual is 18 or Over

- Ensure that you **enroll by May 30, 2025** (Your code will not work after this date at 5:59 UTC)
- **Visit** the Experian IdentityWorks website to enroll: <http://www.experianidworks.com/plus>
- Provide your **activation code: CTYU949PRK**
- For over the phone assistance with enrollment or questions about the product, please contact Experian's customer care team at 833-918-9464
- Be prepared to provide **engagement number: B138812**
- Experian's call center hours are Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays.)

Option 2 from PowerSchool: If the Involved Individual is Under 18

- Ensure that you **enroll by May 30, 2025** (Your code will not work after this date at 5:59 UTC)
- **Visit** the Experian IdentityWorks website to enroll: Enroll Now
- Provide your **activation code: CEBP456TRK**
- For over the phone assistance with enrollment or questions about the product, please contact Experian's customer care team at 833-918-9464
- Be prepared to provide **engagement number: B138813**

Further, PowerSchool has set up a dedicated response line for this incident. The response line is available Monday through Friday, 8:00 am to 8:00 pm Central Time. You may contact PowerSchool's response line directly at **(833) 918-9464**. Additionally, PowerSchool has published additional information on its website, which is available at:
<https://www.powerschool.com/security/sis-incident/notice-of-united-states-data-breach/>

We acknowledge this may be concerning news. As always, our #1 priority is to ensure the safety and security of our students, staff and community. We will share further updates as relevant information becomes available.

Sincerely,
Lutheran Family Services of Virginia