



RECEIVED

DEC 20 2021

CONSUMER PROTECTION

**VIA CERTIFIED MAIL**

December 15, 2021

Attorney General Gordon J. MacDonald  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

Dear Sir or Madam:

Pursuant to N.H. Rev. Stat. § 359-C:20, this is to notify you about a security incident Harken, Inc. ("Harken") recently experienced and the steps we have taken in response.

On October 14, 2021, Harken learned of a potential security incident affecting its information technology system ("IT System"). Upon learning of the security incident, Harken launched an investigation with leading cybersecurity experts and took immediate action to respond to and contain the security incident. As part of the investigation, Harken learned that the security incident resulted in unauthorized access of data from its IT System, some of which was taken from its IT System. On November 15, 2021, Harken discovered that some of the data accessed or acquired by the unauthorized third party contained personal information of certain Harken employees, former employees, and their dependents, including information of 1 New Hampshire resident. Based on the results of Harken's investigation, Harken believes the unauthorized third party first accessed the IT System on or around August 26, 2021.

The unauthorized third party accessed or acquired the following information from its IT System for the affected individuals: full name and social security number. Individuals will receive written notification of this incident postmarked no later than December 15, 2021. A copy of the template notice to individuals is attached.

Although we are not aware at this time that any third party has made any use of the affected individual's information as a result of this incident, out of an abundance of caution, Harken has arranged for affected individuals to receive free credit monitoring and identity theft protection for one (1) year through Kroll. We are also notifying the three largest nationwide consumer reporting agencies, including Equifax, Experian and TransUnion, of this incident.

In addition to its existing security measures, Harken has taken a number of steps to enhance its security protocols and controls, technology, and training. Harken also continues to assess further options to protect its IT System.

For further information and assistance, please contact me, Harken's outside legal counsel, at 414-277-3038 or Linda.Emery@quarles.com.

Sincerely,

Linda C. Emery  
Attorney at Law

<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

### Notice of Data Breach

Dear <<First\_Name>> <<Last\_Name>>,

Harken, Inc. ("Harken") values the privacy of our current and former employees. We use physical, technical, and administrative measures to help safeguard your personal information. We are writing to notify you about a security incident we recently experienced, which has impacted your personal information. Below are details of what happened, the steps we are taking to resolve the situation, and what we are doing to support affected individuals.

#### WHAT HAPPENED?

On October 14, 2021, we learned of a potential security incident affecting our information technology system ("IT System"). Upon learning of the security incident, we launched an investigation with leading cybersecurity experts and took immediate action to respond to and contain the security incident. As part of the investigation, we learned that the security incident resulted in unauthorized access of data from our IT System, some of which was taken from our IT System. On November 15, 2021, we discovered that some of the data accessed or acquired by the unauthorized third party contained personal information of certain Harken employees and former employees. Based on the results of our investigation, we believe the unauthorized third party first accessed the IT System on or around August 26, 2021.

#### WHAT INFORMATION WAS INVOLVED?

The personal information that was accessed or acquired may have included your full name and Social Security number.

#### WHAT ARE WE DOING?

We took immediate action to investigate the security incident once we learned of the potential incident and our IT team, working in conjunction with outside cybersecurity experts, worked around the clock to successfully contain the security incident. Since that time, we have continued to take a number of steps to enhance our security protocols and controls, technology, and training. We continue to assess further options to protect our IT System.

Although we are not aware at this time that any third party has made any use of your personal information as a result of this security incident, out of an abundance of caution, we are providing you with access to free credit and identity monitoring services for one year through Kroll. Activation instructions and details about these free services are further outlined on Attachment 1.

#### WHAT CAN YOU DO?

In addition to using the credit and identity monitoring services described above, we recommend that you remain vigilant for incidents of fraud and identity theft. You can review your account statements and monitor free credit reports. Promptly report any fraudulent activity or any suspected incidents of identity theft to your bank or other financial institution holding your accounts, as well as any appropriate authorities, such as your state attorney general and the Federal Trade Commission ("FTC"). Individuals also have the right to obtain a police report in the event one has been created for this incident. The FTC and the Internal Revenue Service ("IRS") both generally recommend that individuals who believe that they may be at risk of taxpayer refund fraud should file their income taxes as early as possible. The IRS further suggests that a taxpayer who is an actual or potential victim of identity theft complete and submit to the IRS Form 14039 (Identity Theft Affidavit). Form 14039 is available at <https://www.irs.gov/pub/irs-pdf/f14039.pdf>. Upon receipt of this affidavit, the IRS may flag your taxpayer account to identify questionable activity.



On behalf of Harken, we want to apologize for any concern this situation may have caused. We appreciate your patience as we have worked to address this issue.

**FOR MORE INFORMATION.**

For more information and assistance, please contact 1-855-545-2462, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time (excluding some U.S. holidays).

Sincerely,

Harken, Inc.

By: The Harken Leadership Team

## Attachment 1



### **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

#### **Triple Bureau Credit Monitoring and Single Bureau Credit Report**

Your current credit report is available for you to review. You will also receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

#### **Web Watcher**

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

#### **Public Persona**

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

#### **Quick Cash Scan**

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

#### **\$1 Million Identity Fraud Loss Reimbursement**

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

#### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

#### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until

to activate your identity monitoring services.

Membership Number:

For more information about Kroll and your Identity Monitoring services, you can also visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

If you prefer to activate these services offline and receive monitoring alerts via the US Postal Service, you may activate via our automated phone system by calling 1-888-653-0511, Monday through Friday, 8:00 a.m. to 5:30 p.m. Central time, excluding major U.S. holiday. Please have your membership number located in your letter ready when calling. Please note that to activate monitoring services, you will be required to provide your name, date of birth, and Social Security number through our automated phone system.

### **ADDITIONAL INFORMATION ON CREDIT MONITORING & IDENTITY THEFT**

Individuals are advised to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports and to promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general as well as the Federal Trade Commission.

The following are some resources:

**Federal Trade Commission ("FTC")**

[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

1-877-ID-THEFT (1-877-438-4338)

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

*Take Charge: Fighting Back Against Identity Theft*

This is a comprehensive guide from the FTC to help you guard against and deal with identity theft

<https://www.identitytheft.gov/>.

**Credit Bureaus**

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at [www.annualcreditreport.com/manualRequestForm.action](http://www.annualcreditreport.com/manualRequestForm.action)

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax	Experian	TransUnion
1-800-685-1111 <a href="http://www.equifax.com/CreditReportAssistance">www.equifax.com/ CreditReportAssistance</a> P.O. Box 740241 Atlanta, GA 30374	1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a> P.O. Box 4500 Allen, TX 75013	1-800-888-4213 <a href="http://www.transunion.com/fraud">www.transunion.com/fraud</a> P.O. Box 1000 Chester, PA 19016

You can obtain additional information from the FTC and the nationwide credit reporting agencies about placing a security freeze on your credit files and fraud alerts. A security freeze is a free tool that lets you restrict access to your credit report, which in turn makes it more difficult for identity thieves to open new accounts in your name. To place a security freeze on your credit files, contact each of the nationwide credit bureaus using the contact information listed above. You will need to supply your name, address, date of birth, Social Security number, and other personal information. You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies using the contact information listed above.

**FOR MARYLAND RESIDENTS**

You can obtain information about preventing identify theft from the FTC or:

Maryland Attorney General:

Visit the Maryland Office of the Attorney General, Identity Theft Unit at:

<http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>

or call 410-576-6491

or write to this address:

Maryland Office of the Attorney General

Identity Theft Unit

16th Floor

200 St. Paul Place

Baltimore, MD 21202

**FOR NORTH CAROLINA RESIDENTS**

You can obtain information about preventing identify theft from the FTC or:

**North Carolina Attorney General:**

Visit the North Carolina Office of the Attorney General at:

[www.ncdoj.gov](http://www.ncdoj.gov) or call 1-877-566-7226

or write to this address:

Attorney General's Office

9001 Mail Service Center

Raleigh, NC 27699-9001

**FOR RHODE ISLAND RESIDENTS**

Twenty-five (25) individuals in Rhode Island were affected by this incident. You may obtain information about preventing identity theft from:

**Rhode Island Attorney General:**

Visit the Rhode Island Office of the Attorney General at:

[www.riag.ri.gov](http://www.riag.ri.gov), or call (401) 274-4400

or write to this address:

Rhode Island Office of the Attorney General

Consumer Protection Unit

150 South Main Street

Providence, RI 02903





411 East Wisconsin Avenue  
Milwaukee, Wisconsin 53202-4426

Attorney General Gordon J. MacDonald  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE



4444 0065 1000 0621 0202  
4444 0065 1000 0621 0202

U.S. Postal Service<sup>TM</sup>  
**CERTIFIED MAIL<sup>®</sup> RECEIPT**  
Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)

**OFFICIAL USE**

Certified Mail Fee

Extra Services & Fees (check box, add fee as appropriate)  
☐ Return Receipt (hardcopy) \$  
☐ Return Receipt (electronic) \$  
☐ Certified Mail Restricted Delivery \$  
☐ Adult Signature Required \$  
☐ Adult Signature Restricted Delivery \$

Postmark  
Here

Postage

Total Postage and Fees

Sent To

Office of NH Attorney General

Street and Apt. No., or PO Box No.

33 Capitol Street

City, State, ZIP+4

Concord, NH 03301

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions

Hansen /  
Linda Emery / AL

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Attorney General Gordon J. MacDonald  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301



9590 9402 5162 9122 4088 71

2. Article Number (Transfer from service label)

7020 1290 0001 5900 2444

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature

☒ Agent

☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes

If YES, enter delivery address below: ☐ No

3. Service Type

☐ Adult Signature

☐ Adult Signature Restricted Delivery

☐ Certified Mail<sup>®</sup>

☐ Certified Mail Restricted Delivery

☐ Collect on Delivery

☐ Collect on Delivery Restricted Delivery

☐ Insured Mail

☐ Insured Mail Restricted Delivery (over \$500)

☐ Priority Mail Express<sup>®</sup>

☐ Registered Mail<sup>™</sup>

☐ Registered Mail Restricted Delivery

☐ Return Receipt for Merchandise

☐ Signature Confirmation<sup>™</sup>

☐ Signature Confirmation Restricted Delivery

☐ Restricted Delivery

Domestic Return Receipt