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July 13, 2016

Attorney General Michael A. Delaney  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Hein & Associates LLP – Incident Notification**

Dear Attorney General Delaney:

McDonald Hopkins PLC represents Hein & Associates LLP (“Hein”). I write to provide notification concerning a privacy incident that may affect the security of personal information of one (1) New Hampshire resident. Hein’s investigation is ongoing and this notification will be supplemented with any new significant facts or findings subsequent to this submission, if any. By providing this notice, Hein does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Hein experienced a theft of one of its employee’s laptop computer on April 26, 2016. Hein is a third-party vendor that assists in the testing of financial and information technology general controls for various clients. Upon learning of the incident, Hein immediately commenced a full investigation. As part of this investigation, Hein has been working closely with external professionals who regularly investigate and analyze these types of incidents. Local law enforcement has been involved and efforts to recover the laptop continue. On June 13, 2016, Hein learned that certain personal information on the laptop may have been accessible.

Hein has confirmed that the laptop that was stolen contained electronic files with employee names and Social Security numbers of one of its clients, TransMontaigne. Although the laptop was encrypted, Hein is concerned that information on the computer may be accessible.

To date, Hein is not aware of any reports of identity fraud or improper use of information as a direct result of this incident. Nevertheless, we wanted to make you (and the affected resident) aware of the incident and explain the steps Hein is taking to safeguard the resident against identity fraud. Hein provided the New Hampshire resident with written notice of this incident commencing on July 13, 2016, in substantially the same form as the letter attached hereto. Hein has advised the resident to remain vigilant in reviewing financial account statements for fraudulent or irregular activity. Hein is also offering the resident a complimentary two-year membership with a credit monitoring and identity theft restoration service and is providing dedicated call center support to answer questions. Hein has advised the resident about

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the process for placing a fraud alert on their credit files, placing a security freeze, and obtaining a free credit report. The resident has also been provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

Hein is committed to maintaining the privacy of personal information and has taken many precautions to safeguard it. Hein continually evaluates and modifies its practices to enhance the security and privacy of personal information and to help prevent similar issues in the future.

Should you have any questions regarding this notification, please contact me at (248) 220-1356 or [dpaluzzi@mcdonaldhopkins.com](mailto:dpaluzzi@mcdonaldhopkins.com).

Sincerely,



Dominic A. Paluzzi

DAP/als

Encl.