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July 19, 2023

VIA EMAIL: DOJ-CPB@DOJ.NH.GOV

The Honorable John M. Formella
Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Security Incident Notification

Dear Attorney General Formella:

We are providing notice on behalf of MSXI International Inc. (“MSXI”) pursuant to N.H. Rev. Stat. § 359-C:20, regarding an incident involving eighteen (18) New Hampshire residents.

On February 6, 2023, MSXI detected suspicious activity within its environment which impacted a limited number of its networks and servers. The internal security team worked diligently to quickly take affected servers offline, reset account credentials, and deploy additional network hardening and monitoring solutions across the environment. Upon discovering this incident, MSXI promptly launched a comprehensive investigation with the assistance of third-party cybersecurity experts and notified law enforcement.

MSXI’s in-depth investigation of the incident determined that an unauthorized user gained access to, and may have taken information from, certain systems between February 2, 2023, through February 6, 2023. With the assistance of cybersecurity experts and out of an abundance of caution, MSXI worked diligently to recover and restore impacted systems so it could analyze the data potentially accessed and taken by the unauthorized user. On May 1, 2023, after a comprehensive review of the data involved, the investigation revealed that a limited amount of personal information of New Hampshire residents was contained in the affected data set.

The information involved varies by individual but includes one or more of the following types of personal information:

. The notification letter sent to affected New Hampshire residents will identify the specific data elements involved for each individual receiving notice.

The monitoring and security systems MSXI had in place enabled it to quickly identify and respond to the incident. Since this incident, MSXI has implemented additional security technologies and processes to bolster overall security and harden Internet-facing systems, enhanced its multi-factor authentication processes, strengthened email security, and blocked suspicious and malicious IP addresses and domains.

MSXI continues to monitor for potential misuse of New Hampshire residents' data, and there is no indication to suggest the impacted data is being misused.

On July 20, 2023, MSXI will mail notice to New Hampshire residents, offering a complimentary subscription for credit monitoring and identity protection services through Experian IdentityWorks. Residents who receive notice may enroll in the services at no cost by using a promotional code and instructions provided to them in the notification letter.

A sample notification letter is enclosed.

Should you have any questions regarding this matter or if we can be of any further assistance to the New Hampshire residents affected by this incident, please contact me at

Respectfully submitted,

DLA Piper LLP (US)

Andrew Serwin

Enclosure: Sample Notification Letter



Return Mail Processing
PO Box 999
Suwanee, GA 30024

38 1 12876 *****SNGLP

SAMPLE A. SAMPLE - L01

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



July 20, 2023

NOTICE OF DATA BREACH

Dear Sample A. Sample:

MSX International Inc. ("MSXI") writes to inform you of an incident that may have involved your personal information. While we are unaware of any attempted or actual misuse of your information, we are providing you with information about the incident and details related to what you may do to better protect your information, should you feel it necessary to do so.

WHAT HAPPENED? On February 6, 2023, MSXI identified unusual activity within its environment which impacted certain systems on its network. Upon learning of this incident, MSXI promptly launched a comprehensive investigation with the assistance of third-party cybersecurity experts and notified law enforcement. At the same time, we took proactive measures to remove the unauthorized party and ensure the security of our systems. Our in-depth investigation determined that an unauthorized party gained access to, and make have taken information from, certain systems between February 2, 2023, and February 6, 2023. On May 1, 2023, after a comprehensive review of the systems and data potentially impacted, we discovered some of your personal information may have been involved.

WHAT INFORMATION WAS INVOLVED? The following types of your personal information may have been involved: [Extra2].

WHAT WE ARE DOING. Please know that protecting your personal information is something we take very seriously. We conducted a diligent investigation to confirm the nature and scope of the incident. We also took steps to reduce the likelihood of a similar incident occurring in the future, and we continue to make additional improvements that strengthen our cybersecurity protections. Although we have no evidence to suggest your personal information has been fraudulently used, we are nevertheless offering you complimentary credit monitoring services through Experian IdentityWorks, as detailed below.

WHAT YOU CAN DO. You can review the enclosed *Additional Steps to Protect Your Personal Information*. You can also enroll to receive the complimentary credit monitoring services being offered to you. It is always a good practice to remain vigilant for suspicious activity and to regularly review your financial statements and credit reports. You should also be on guard for schemes, known as phishing attacks, where malicious actors may pretend to represent MSXI or reference this incident.

FOR MORE INFORMATION. If you have any questions, please call toll-free Monday through Friday from 8:00 am - 10:00 pm Central, or Saturday and Sunday from 10:00 am - 7:00 pm Central (excluding major U.S. holidays). Be prepared to provide your

Sincerely,

MSX International Inc.

Additional Steps to Protect Your Personal Information

Enroll in Complimentary Credit Monitoring Services. To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for [Extra1] months.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for [Extra1] months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at . Be prepared to provide engagement number as proof of eligibility for the Identity Restoration services by Experian.

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Monitor Your Accounts. We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax®
P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

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

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

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze. You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

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

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

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency;

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts. You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788
1-888-766-0008
www.equifax.com/personal/credit-report-services

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

TransUnion
P.O. Box 2000
Chester, PA 19016-2000
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Additional Information. You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

The Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261
www.ftc.gov/idtheft

State-Specific Information

Your state attorney general may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your state attorney general, or the FTC. If you are a resident of the following states, the following information applies to you.

California Residents: Visit the California Office of Privacy Protection (<https://oag.ca.gov/privacy>) for additional information on protection against identity theft.

District of Columbia Residents: The District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; +1 (202) 727-3400; oag@dc.gov, and www.oag.dc.gov.

Iowa Residents: The Attorney General can be contacted at Office of Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319, +1 (515) 281-5164, www.iowaattorneygeneral.gov.

Kentucky Residents: The Attorney General can be contacted at Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: +1 (502) 696-5300.

Maryland Residents: The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, Maryland 21202; +1 (888) 743-0023; or www.marylandattorneygeneral.gov.

New Mexico Residents: You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include: the right to access information in your consumer file at a consumer reporting agency; to dispute incomplete or inaccurate information in your consumer file at a consumer reporting agency; to have consumer reporting agencies correct or delete inaccurate information in your consumer file; the right to block information in your consumer file that is the result of identity theft; and the right to have a fraud alert placed on your consumer file (as described above). For more information, please visit www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf.

New York Residents: The Attorney General can be contacted at the Office of the Attorney General, The Capitol, Albany, NY 12224-0341, +1 (800) 771-7755; or www.ag.ny.gov.

North Carolina Residents: The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; +1 (919) 716-6400; or www.ncdoj.gov.

Oregon Residents: The Attorney General can be contacted at Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, +1 (877) 877-9392 (toll-free in Oregon), +1 (503) 378-4400, or www.doj.state.or.us.

Rhode Island Residents: The Attorney General can be contacted at 150 South Main Street, Providence, Rhode Island 02903; +1 (401) 274-4400; or www.riag.ri.gov. You may also file a police report by contacting local or state law enforcement agencies. There are 6 Rhode Island residents impacted by this incident.

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.