

# APR 0 7 2020

April 3, 2020

**CONSUMER PROTECTION** 

New Hampshire Office of the Attorney General 33 Capitol Street Concord, NH 03301

RE: Notice of Data Breach Under N.H. Rev. Stat. §§ 359-C:19, 359-C:20, 359-C:21

Office of the Attorney General:

On or around January 9, 2020, OneDigital experienced a security incident involving the theft of an employee's unencrypted, password-protected, company-issued electronic device. In its investigation of the incident completed on or around February 14, 2020, OneDigital has found no unauthorized access to any individual's personal data.

However, an unauthorized individual(s) may still be able to obtain from the stolen device the personal data of approximately 2 residents of the State, such as name, address/zip code, phone number, email address, partial or full social security number, gender, date of birth/age, member or employee ID, benefits enrollment information, and compensation. OneDigital provided notification to the impacted individuals on or before March 27, 2020. OneDigital also provided affected individuals with one year of identity theft protection services from LifeLock.

OneDigital offers employers a sophisticated combination of strategic benefit advisory services, analytics, compliance support, human resources management tools and comprehensive insurance offerings. The company remains committed to the security and protection of personal data. OneDigital maintains written privacy and security policies and procedures with respect to Protected Health Information (PHI) that comply with the standards and implementation specifications under 45 CFR §164.530(i)(1).

Enclosed please find a template individual notification of, and additional information about, the suspected data breach. If you have additional questions, please feel free to contact me.

Sincerely,

Erica Cordova Zinkie

ERICA CORDOVA ZINKIE, JD

**VP, Legal and Compliance**OneDigital | Health and Benefits

office: 770.250.2923 mobile: 678.404.0510 fax: 888.737.8065 ezinkie@onedigital.com

#### RE: Notice of Data Breach

Plan Participant and Enrolled Dependent(s):

We are writing to inform you of a recent security incident at OneDigital (a business associate of your current or former employer), the steps we are taking to protect you following the incident, and the steps you can take to protect yourself.

# What Happened

On or around January 9, 2020, OneDigital discovered the theft of an employee's unencrypted, password-protected OneDigital electronic device. Upon discovery of the theft, the employee immediately notified local law enforcement authorities. According to our analysis, it does not appear that any of your personal data has been accessed or otherwise affected by the theft of the personal electronic device. However, we are continuing our investigation and will notify you if we discover any suspicious activity.

#### What Information Was Involved

Based on our investigation, while we do not have any evidence that your information has been accessed, we believe that an unauthorized individual(s) may still be able to obtain personal data about you and your enrolled dependent(s), such as:

□ Name	☐ Mailing Address/Zip Code	☐ Phone Number
☐ Email Address	☐ Social Security Number	☐ Gender
☐ Date of Birth or Age	☐ Member or Employee ID	☐ Benefit Enrollment
☐ Health Factors	□ Compensation	

### What We Are Doing

In response to this incident, OneDigital has set the stolen device to permanently remove all data when an online connection is established. Further, OneDigital has installed encryption software on all employee devices. Additionally, to assist you in monitoring your accounts, you may request free identity theft protection services for the next 12 months<sup>8</sup> by contacting LifeLock at 1-800-899-0180 or visiting www.lifelock.com and clicking "Get Protected or Start Membership."

- Promo/Partner Code: XXXXXXX
- Membership Code: First Name, Last Name, and Zip Code (Example: JOHNNORTON12345)

Impacted individuals must request ID theft protection by May 31, 2020.

Once you have completed the LifeLock enrollment process, the service will be in effect. Your LifeLock Defender™ Choice membership includes:

✓ Primary Identity Alert System

<sup>&</sup>lt;sup>8</sup> 24 months in certain states as required by law.

- ✓ Live Member Support 24/7
- ✓ Stolen Funds Reimbursement up to \$25,000
- ✓ Personal Expense Compensation up to \$25,000
- ✓ Service Guarantee for Lawyers and Experts up to \$1 million
- ✓ Identity Restoration Support
- ✓ One-Bureau Credit Monitoring¹
- ✓ Annual One-Bureau Credit Report & Credit Score

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

#### What You Can Do

As always, we recommend you be on the alert for suspicious activity related to your financial accounts and credit reports. We encourage you to regularly monitor your statements and records to ensure there are no transactions or other activities that you did not initiate or authorize. You may file a police report regarding this incident. Additionally, you should immediately report any suspicious activity to your financial advisor or OneDigital at 770-250-2923. For more information on how to protect against identity theft, we suggest that you contact the Federal Trade Commission and your state consumer protection agency.

## For More Information

Please be assured that we are committed to helping you protect your protected health information and identity and ensuring that your information is safe and secure. We regret this incident and apologize for any concern it may have caused you.

If you have further questions regarding this matter, please do not hesitate to contact your financial advisor or us. You may call us at 770-250-2923 or the toll-free number shown below.

Sincerely,

**OneDigital Corporate Privacy Officer** 

To obtain information about fraud alerts, no charge security freezes, and preventing identity theft you may contact the Federal Trade Commission, credit reporting agencies, or your state consumer protection agency. Federal law allows you to get a free copy of your credit report every 12 months from each credit reporting company via www.annualcreditreport.com.

Tendita Reporting Bureaus Equifax P.O. Box 740241, Allanta, GA 30374-0241; 866-349-5191; https://www.equifax.com/ Experian FransUnion P.O. Box 2000 Chester, PA 19016-2000; 833-395-6938; https://www.experian.com/ Federal Agency Contact Information GOP Pennsylvania Avenue, NW, Washington, DC 20580; 202-326-2222; https://www.consumer.gov/ State Agencies Alabama Alabama Alabama Alabama Alabama Alabama Alabama Alabama Arizona  Brizona  Brizona  Brizona Br		
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	Texas	Texas Office of the Attorney General; 1-800-621-0508; https://www.texasattorneygeneral.gov/	
	Utah	Utah Office of the Attorney General; 1-800-244-4636; https://attorneygeneral.utah.gov/	
	<b>U.S. Virgin Islands</b>	V.I. Department of Licensing and Consumer Affairs; 340-773-2226; http://www.dlca.vi.gov/	
	Vermont	Vermont Office of the Attorney General; 1-800-649-2424; http://ago.vermont.gov/	
	Virginia	Virginia Office of the Attorney General; 1-800-552-9963; http://www.oag.state.va.us/	
	Washington	Washington Office of the Attorney General; 1-800-551-4636; http://www.atg.wa.gov/	
	West Virginia	Office of the Attorney General; 1-800-368-8808; http://www.ago.wv.gov/	
	Wisconsin	Wisconsin Department of Justice; 1-800-998-0700; https://www.doj.state.wi.us/	
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