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September 21, 2022

**VIA EMAIL**

Attorney General John Formella  
Consumer Protection Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
attorneygeneral@doj.nh.gov

Re: Notification of Data Security Incident

Dear Attorney General Formella:

Lewis Brisbois Bisgaard & Smith LLP represents Research Center for Children, Youth & Families (“RCCYF”) with respect to a recent data security incident experienced by one of RCCYF’s vendors, described in greater detail below. The purpose of this letter is to notify you of the incident.

**1. Nature of the Security Incident**

In February of 2022, RCCYF’s vendor, FreeStyle Solutions (“FreeStyle”), learned that malware had been identified on its servers. Upon investigating, FreeStyle determined that one of the impacted servers hosted RCCYF’s online store website, as well as other e-commerce sites. On August 2, 2022, FreeStyle notified RCCYF that a data security incident had occurred and that it had potentially impacted customer data from RCCYF’s online store website for purchases made between September 18, 2020, and February 3, 2022. RCCYF immediately began assessing the scope of the potentially impacted data. After a thorough review of the data, RCCYF determined on September 15, 2022, that the personal information of New Hampshire residents may have been impacted by this incident. The information accessed without authorization varies by individual, but may have included the residents’ first and last names, payment card number, payment card expiration date, and payment card security code.

**2. Number of New Hampshire Residents Affected**

On September 21, 2022, RCCYF notified four (4) New Hampshire residents of this incident via first class U.S. mail. A sample copy of the notification letter sent to the impacted individuals is included with this correspondence.

### **3. Steps Taken Relating to the Incident**

After becoming aware of the incident, FreeStyle removed the malware and blocked further unauthorized activity. FreeStyle also notified federal law enforcement authorities and has been coordinating with payment card brands in an effort to protect individuals' information.

### **4. Contact Information**

RCCYF remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please contact me at (312) 463-3355 or by e-mail at [Todd.Rowe@lewisbrisbois.com](mailto:Todd.Rowe@lewisbrisbois.com).

Please let me know if you have any questions.

Very truly yours,

Todd M. Rowe  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl: Sample Notification Letter

Research Center for Children, Youth & Families, Inc.  
Return Mail to IDX  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

Research Center for Children, Youth & Families, Inc.,  
A Non-Profit Corporation

<<First Name>> <<Last Name>>  
<<Address 1>> <<Address 2>>  
<<City>>, <<State>> <<Zip>>

September 20, 2022

**Subject: Notice of Data Security <<Incident/Breach>>**

Dear <FNAME> <LNAME>:

At Research Center for Children, Youth & Families, Inc. ("RCCYF"), we are committed to protecting the confidentiality and security of personal information. We recently became aware of a data security incident experienced by one of our online store vendors, FreeStyle Solutions ("FreeStyle"). FreeStyle has confirmed that the incident may have impacted some of your personal information. We are writing to notify you of the incident and inform you about steps you can take to help protect your personal information.

**What Happened:** In February of 2022, FreeStyle learned that malware had been identified on its servers. Upon investigating, FreeStyle determined that one of the impacted servers hosted RCCYF's online store website, as well as other e-commerce sites. On August 2, 2022, FreeStyle notified RCCYF that a data security incident had occurred and that it had potentially impacted customer data from RCCYF's online store website for purchases made between September 18, 2020, and February 3, 2022. RCCYF immediately began assessing the scope of the potentially impacted data. After a thorough review of the data, RCCYF determined on September 15, 2022, that your personal information may have been impacted by this incident.

**What Information Was Involved:** The personal information potentially impacted by this incident was limited to your name, <<variable 2>>.

**What <<Variable 3>>:** After becoming aware of the incident, FreeStyle removed the malware and blocked further unauthorized activity. FreeStyle also notified federal law enforcement authorities and has been coordinating with payment card brands in an effort to protect your information.

**What You Can Do:** For more information on how you can protect your personal information, please review the resources provided on the following page.

**For More Information:** If you have any questions regarding the incident, please call **1-800-939-4170** Monday through Friday from 9 am - 9 pm Eastern Time.

The security of your information is a top priority for RCCYF. We take your trust in us and this matter very seriously and we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Thomas M. Achenbach, Ph.D.  
Treasurer  
Research Center for Children, Youth & Families, Inc.  
1 South Prospect Street, MS 331  
Burlington, VT 05401-3456

## STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Ave, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.consumer.ftc.gov](http://www.consumer.ftc.gov), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**Copy of Credit Report:** 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 <http://www.annualcreditreport.com/>, calling toll-free 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 also can contact one of the following three national credit reporting agencies:

- *Equifax*, P.O. Box 740241, Atlanta, GA 30374, 1-800-525-6285, [www.equifax.com](http://www.equifax.com).
- *Experian*, P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com).
- *TransUnion*, P.O. Box 1000, Chester, PA 19016, 1-800-916-8800, [www.transunion.com](http://www.transunion.com).

**Fraud Alert:** 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 at least one 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 identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**New York Attorney General**  
Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

**North Carolina Attorney General**  
9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Maryland Attorney General**  
200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

**Washington D.C. Attorney General**  
400 S 6th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**Rhode Island Attorney General**  
150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
[riag.ri.gov](http://riag.ri.gov)  
1-401-274-4400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).