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June 23, 2021

By Email

New Hampshire Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capital Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Re: Notice of Security Breach

To Whom This May Concern:

On behalf of my client, Telephone and Data Systems, Inc. ("TDS"), and pursuant to N.H. Rev. Stat. Ann. § 359-C:20, I write to notify you about a data security incident.

On June 2, 2021, TDS was notified by Morgan Stanley, its third party administrator for employee share purchases and awards, that a Morgan Stanley vendor suffered a data security incident impacting information maintained by Morgan Stanley's vendor in connection with stock plans previously offered to employees of TDS and certain subsidiaries. As explained in the enclosed notice, the Morgan Stanley vendor experienced the data security incident in January 2021, although the vendor did not discover the impact to Morgan Stanley until May 2021. While the files were encrypted, it is believed that the unauthorized individual was able to obtain the decryption key from the vendor during the security incident.

Personal information impacted in this incident were name, last known address, date of birth, social security number, and corporate company name. Notice will be provided to the one (1) New Hampshire resident beginning on June 24, 2021. A copy of the notification letter, which includes an offer for two years of credit monitoring services, is enclosed for your reference.

If you have any questions, please contact me at ctbrown@sidley.com or 202.736.8465.

Sincerely,

Colleen Theresa Brown
Partner

Attachment



PLEASE REVIEW | IMPORTANT INFORMATION REGARDING YOUR PERSONAL INFORMATION

Morgan Stanley values our relationship with you and we place the highest degree of importance on protecting your data. As your current or former stock plan administrator, we write to inform you of a data security incident relating to your personal information.

In May 2021, a Morgan Stanley vendor that provides account maintenance services to our stock plan business, notified Morgan Stanley that the vendor had suffered a data security incident. The incident involves your personal information related to your current or former stock plan account, which was obtained by an unauthorized individual. There was no data security breach of any Morgan Stanley applications in connection with this incident. The incident involves files that were in the vendor's possession, including encrypted files from Morgan Stanley. Although the files were encrypted while stored in a tool used by the vendor, we believe that the unauthorized individual was able to obtain the decryption key during the security incident.

Morgan Stanley has reviewed the vendor's remediation of the incident. According to the vendor, the vulnerability that led to this incident was remediated in January of 2021. Although the data was obtained by the unauthorized individual around that time, the vendor did not discover the impact to Morgan Stanley until May 2021.

The following personal information was located in the files obtained from the vendor: name; last known address; date of birth; social security number; corporate company name.

We have arranged with Experian® to provide you with their Experian IdentityWorks™ credit monitoring and fraud detection services for 24 months at no charge to you. To take advantage of this offer, please visit the Experian IdentityWorks website at [REDACTED] and reference the Redemption Code noted below.

[REDACTED]

At any point during the 24-month period, you are also eligible for free Identity Restoration services from Experian. If you need assistance enrolling in Experian IdentityWorks or have questions about the product, please contact Experian's customer care team at [REDACTED]. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the IdentityWorks services by Experian.

We understand the importance you place on data security and we take our responsibility to protect your information very seriously. We sincerely regret any inconvenience or concern these matters may cause you.

If you have any questions, please contact the Client Service Center at 1-877-433-6144. Enclosed is a standard reference guide with additional information on the protection of personal information.

Supplemental Information for the Protection of Personal Information

Avoiding Phishing. Please use caution when responding to third parties who request disclosure of your personal information via email, text or phone. This may include inquiries from third parties posing as bank officials, information security experts, government agencies and other trusted sources, in an effort to trick you into divulging your personal information.

You should never provide personal information, such as usernames, passwords, government issued personal identification numbers (e.g., U.S. Social Security Numbers), account numbers or any other confidential personal information via email request or screen pop-ups. **Legitimate agencies/companies do not ask for this type of information in an email. We will never ask for your account password by email or by phone.**

Remain Vigilant. As always, you should monitor your statements for any activity you do not recognize. Contact us immediately to report any suspicious activity.

You also should not click links or open attachments sent from atypical or unknown senders, even if they appear to be legitimate. Pay special attention to links that purportedly take you to websites or other resources related to this incident, or offer you services to assist with this incident. **When in doubt, call your regular Morgan Stanley contact to verify the legitimacy of the communication.**

Ordering Your Free Credit Report. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your credit report, visit www.annualcreditreport.com or call toll-free at 877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

Federal Fair Credit Reporting Act Rights: You also have rights under the federal Fair Credit Reporting Act (FCRA), which promotes the accuracy, fairness and privacy of information in the files of consumer reporting agencies. More information is available at <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

Obtaining a Police Report: You may be entitled by state law to obtain a police report relating to this matter; however, to our knowledge, no such report exists. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Fraud Alerts and Security Freezes. You can place a fraud alert or security freeze on your credit report, free of charge, by calling any of the toll-free numbers provided below. Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually. For more information on fraud alerts and security freezes, you also may contact the FTC as described below. You may have to submit personal information to obtain the security freeze, including name, Social Security Number, date of birth, and photograph of a government ID.

Equifax Credit Information Services, Inc.
P.O. Box 740241
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian Inc.
P.O. Box 9554
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion LLC
P.O. Box 2000
Chester, PA 19022-2000
1-888-909-8872
www.transunion.com

Reporting Incidents. If you become aware of an unauthorized transaction, please promptly contact your financial institution. Identity theft or fraud incidents should be promptly reported to law enforcement, the FTC or your state Attorney General. You can contact the FTC to learn more about identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Contacting State Authorities: In certain states, you may be able seek assistance from state authorities for information about preventing or reporting suspected identity theft. Contact information for those authorities is provided below.

Iowa Residents

Office of the Attorney General of Iowa
Consumer Protection Division
Hoover State Office Building
1305 E. Walnut Street
Des Moines, Iowa 50319-0106
(515) 281-5926
(888) 777-4590 (outside Des Moines metro area)
consumer@ag.iowa.gov

Maryland Residents

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
<https://www.marylandattorneygeneral.gov/>
(888) 743-0023

New York Residents

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
1 (800) 771-7755
<https://ag.ny.gov/internet/privacy-and-identity-theft/>

North Carolina Residents

Office of the Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001
<https://www.ncdoj.gov/>
(877) 566-7226

Oregon Residents

Office of the Attorney General
1162 Court Street NE
Salem, OR 97301-4096
(503) 378-6002
<https://www.doj.state.or.us/oregon-department-of-justice/office-of-the-attorney-general/attorney-general-ellen-f-rosenblum/>

Rhode Island Residents

Rhode Island Office of the Attorney General
150 South Main Street
Providence, Rhode Island 02903
<http://www.riag.ri.gov/>
(401) 274-4400

Additional Details Regarding Your Experian IdentityWorks Membership:

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 IdentityWorks Services:** Services are available for 24 months from the date of enrollment.
- **Experian credit report at signup:** See what information is associated with your credit report. Daily credit reports are available for online members only. Offline members will be eligible to call for additional reports quarterly after enrolling.
- **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. 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).
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers. 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.

The Terms and Conditions for this offer can be found at www.ExperianIDWorks.com/restoration.