



MULLEN  
COUGHLIN<sub>LLC</sub>

STATE OF NH  
DEPT OF JUSTICE  
2017 APR 27 AM 11:54

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1275 Drummers Lane, Suite 302  
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March 30, 2017

**VIA U.S. MAIL**

Attorney General Joseph Foster  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

Re: Notice of Data Event

Dear Sir or Madam:

We represent TriTech Software Systems ("TriTech"), 9477 Waples Street, Suite 100, San Diego, CA 92121, and are writing to notify your office of an incident that may affect the security of personal information relating to three (3) New Hampshire residents. The investigation into this event is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, TriTech does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

**Nature of the Data Event**

TriTech was the victim of an email spoofing attack on February 16, 2017, by an individual pretending to be TriTech's Chief Executive Officer. A request was made from what appeared to be a legitimate TriTech email address for all 2016 TriTech employee W-2 information. Unfortunately, a spreadsheet containing information for employee W-2 forms was provided before the company discovered that the request was made from a fraudulent account by someone using the name and email address that appeared to be from TriTech's CEO. TriTech discovered the fraudulent nature of the request on March 20, 2017 and has been working tirelessly to investigate and to mitigate the impact of the attack.

**Notice to New Hampshire Residents**

On March 29, 2017, TriTech will be providing written notice of this incident to all affected current and former employees, which includes three (3) New Hampshire residents. Written notice will be provided in substantially the same form as the letter attached here as *Exhibit A*.

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### **Other Steps Taken and To Be Taken**

Upon discovering the fraudulent nature of the email, TriTech moved quickly to identify those that may be affected, to put in place resources to assist them, and to provide them with notice of this incident.

TriTech is providing all potentially affected individuals access to two free years of credit and identity monitoring services, including identity restoration services, through Equifax ID Patrol, and has established a dedicated call center for impacted individuals to contact with questions or concerns regarding this incident.

Additionally, TriTech is providing potentially impacted individuals with guidance on how to better protect against identity theft and fraud, including information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. TriTech is also providing written notice of this incident to other state regulators as necessary. TriTech has provided notice of this incident to the IRS and the FBI.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at 267-930-4798.

Very truly yours,

A handwritten signature in black ink, appearing to read 'JEP', with a long horizontal flourish extending to the right.

James E. Prendergast of  
MULLEN COUGHLIN LLC

# Exhibit A

STATE OF NH  
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[Logo/Letterhead]

[Name]  
[Address]  
[City, State, Zip]

[Date]

**Re: Notice of Data Breach**

Dear [Name]:

I am writing to make you aware of a recent email spoofing attack that may affect the security of your personal information. We take this incident very seriously and are providing you with information and access to resources so that you can protect your personal information, should you feel it is appropriate to do so.

**What Happened?** We recently discovered that our company was the victim of an email spoofing attack on February 16, 2017, by an individual pretending to be our Chief Executive Officer. A request was made from what appeared to be a legitimate TriTech email address for all 2016 TriTech employee W-2 information. Unfortunately, a spreadsheet containing information for your W-2 was provided before we discovered that the request was made from a fraudulent account by someone using the name and an email address that appeared to be from our CEO. We discovered the fraudulent nature of the request on March 20, 2017 and have been working tirelessly to investigate and to mitigate the impact of the attack.

**What Information Was Involved?** The spreadsheet included the following categories of information: (1) your name; (2) your Social Security number; and (3) your wage information. Other than information contained within the spreadsheet, no other personal financial information was provided.

**What We Are Doing.** We have contacted the IRS and FBI and will be contacting the relevant state Attorneys General.

As a precautionary measure to safeguard your information from potential misuse, we have partnered with Equifax® to provide its ID Patrol identity theft protection product for two years at no charge to you. A description of this product is provided in the attached material, which also contains instructions about how to enroll (including your personal activation code).

If you choose to take advantage of this product, it will provide you with a notification of any changes to your credit information, up to \$1 million Identity Fraud Expense Coverage, and access to your credit report.

Even if you decide not to take advantage of the subscription offer, you may still receive Equifax Identity Restoration in the event that you become victim of identity theft by calling 877-368-4940, 9:00a.m. to 8:00p.m. Eastern, Monday through Friday, before April 1, 2019.

You must complete the enrollment process for the ID Patrol identity theft protection product by August 31, 2017. We urge you to consider enrolling in this product, at our expense, and reviewing the Additional Resources enclosed with this letter.

The confidentiality, privacy, and security of our employee information is one of our highest priorities. TriTech has stringent security measures in place to protect the security of information in our possession. At this time, we do not believe that the individual who sent the fraudulent email

accessed our computer network or that our IT systems were otherwise compromised by this attack. However, our IT team is assessing the security and soundness of our systems. In addition, as part of our ongoing commitment to the security of personal information in our care, we are working to implement additional safeguards and provide additional mandatory training to our employees on safeguarding the privacy and security of information on our systems.

***What You Can Do.*** You can review the enclosed "Steps You Can Take to Prevent Identity Theft and Fraud". You can also enroll to receive the free credit monitoring and identity monitoring services described above. In addition, if you have not already done so, we encourage you to file your 2016 tax return as soon as possible.

***For More Information.*** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at [XXX-XXX-XXXX] (toll free), Monday through Friday/Saturday, X:00 a.m. to X:00 p.m. EDT.

TriTech takes the privacy and security of the personal information in our care seriously. We sincerely regret and apologize for the situation this incident has placed you in and we are committed to taking all measures to assist you.

Sincerely,

Blake Clark  
Chief Financial Officer



## STEPS YOU CAN TAKE TO PREVENT IDENTITY THEFT AND FRAUD

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While we continue to investigate, you may take direct action to further protect against possible identity theft or financial loss.

We encourage you to file your tax return as soon as possible, if you have not already done so. You can also contact the IRS at [www.irs.gov/Individuals/Identity-Protection](http://www.irs.gov/Individuals/Identity-Protection) for helpful information and guidance on steps you can take to prevent a fraudulent tax return from being filed in your name and what to do if you become the victim of such fraud. You can also visit [www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft](http://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft) for more information.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
<https://www.freeze.equifax.com>

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze/](http://www.experian.com/freeze/)

TransUnion  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[www.transunion.com/](http://www.transunion.com/)

You can further educate yourself regarding identity theft, fraud alerts, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. For North Carolina residents, the Attorney General can be contacted by mail at 9001 Mail Service

Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at [www.ncdoj.gov](http://www.ncdoj.gov). **For Rhode Island residents**, the Attorney General can be contacted by mail at 150 South Main Street, Providence, RI 02903; by phone at (401) 274-4400; and online at [www.riag.ri.gov](http://www.riag.ri.gov). A total of 2 Rhode Island resident may be impacted by this incident. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.



Activation Code: **INSERT Credit Monitoring Code**

#### About the Equifax ID Patrol identity theft protection product

ID Patrol will provide you with an "early warning system" to changes to your credit file and help you to understand the content of your credit file at the three major credit-reporting agencies. Note: You must be over age 18 with a credit file in order to take advantage of the product.

ID Patrol provides you with the following key features and benefits:

- Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax, Experian, and TransUnion** credit reports
- Wireless alerts and customizable alerts available (available online only)
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Ability to receive alerts if your Social Security Number or credit card numbers are found on Internet trading sites (available online only)
- Ability to lock and unlock your Equifax Credit Report™ (available online only)
- Up to \$1 million in identity theft insurance with \$0 deductible, at no additional cost to you<sup>1</sup>
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert placement with automatic renewal functionality<sup>2</sup> (available online only)

#### How to Enroll: You can sign up online

To sign up online for **online delivery** go to  
[www.myservices.equifax.com/patrol](http://www.myservices.equifax.com/patrol)

1. Welcome Page: Enter the Activation Code provided at the top of this page in the "Activation Code" box and click the "Submit" button.
2. Register: Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the "Continue" button.
3. Create Account: Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the "Continue" button.
4. Verify ID: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.
5. Order Confirmation: This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.

<sup>1</sup> Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. This product is not intended for minors (under 18 years of age)

<sup>2</sup> The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC