

## ROGERS JOSEPH O'DONNELL

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April 15, 2024

### **VIA EMAIL AND FACSIMILE**

Consumer Protection & Antitrust Bureau  
New Hampshire Attorney General's Office  
*attorneygeneral@doj.nh.gov*  
Fax: (603) 271-2110

**Re: Notice of Data Breach; NH Rev. Stat. § 359-C:20**

Dear New Hampshire Attorney General's Office:

We are writing on behalf of our client, Visionary Integration Professionals ("VIP") at 80 Iron Point Circle, Suite 100, Folsom, California 95630 to notify you about a data breach that occurred involving VIP. This notification is made pursuant to Section 359-C:20 of the Code of New Hampshire.

### **Approximate Date of Incident and How Breach Was Discovered/Cause of Breach**

On September 21, 2023, VIP received a notification regarding access to select VIP servers by an unauthorized third party. VIP took immediate action to mitigate the incident, including restoring all systems and data using backups and engaging a forensic investigation team to investigate and resolve the incident. As a result of this investigation, recently, VIP learned that personal information may have been accessed.

### **Number of New Hampshire Residents Affected by the Breach**

3 New Hampshire residents.

### **Steps Taken to Remedy Breach**

VIP has been working with forensic investigators to conduct a comprehensive review of the potentially affected systems. Based on recommendations from VIP's investigators, VIP has implemented additional security measures to help prevent any future breach.

In addition, in response to the incident, VIP is providing affected individuals with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide individuals with alerts for from the date of enrollment when changes occur to their credit file. This notification is sent to the individuals the same day that the change or update takes place with the bureau. VIP is also providing individuals with proactive fraud assistance to help with any questions that they might have or in the event that they become a victim of fraud. These services will

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be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

**Sample Notification Made to Affected Parties**

A sample notification that was mailed to affected adults is enclosed. Similar letters were mailed to affected minors and family members of any affected deceased individuals. The letters were mailed via U.S. mail on April 15, 2024.

Should you have any questions, please feel free to contact me at

Sincerely,

/s/ Lisa Norrett Himes  
Lisa Norrett Himes

Enclosure (1)

Visionary Integration Professionals  
c/o Cyberscout  
1 Keystone Ave, Unit 700  
Cherry Hill, NJ 08003  
DB08674 1-1



April 15, 2024

Re: **NOTICE OF DATA BREACH**

Dear [REDACTED]:

We are writing to notify you about a data breach that may have compromised some of your personal information. The protection of your information is very important to us. Below we describe the incident, the type of information potentially exposed, what we are doing, and what you can do.

### **What Happened?**

On September 21, 2023, Visionary Integration Professionals (VIP) received a notification regarding access to select VIP servers by an unauthorized third party. VIP took immediate action to mitigate the incident, including restoring all systems and data using backups and engaging a forensic investigation team to investigate and resolve the incident. As a result of this investigation, recently, VIP learned that personal information may have been accessed.

### **What Information Was Involved?**

Based on this investigation, VIP believes the purpose of the unauthorized access was to obtain a payment for potentially copying data from one location to another. No contact was initiated with the bad actors and the systems were all restored. VIP is not aware of any actual misuse of personal information related to this incident. VIP has identified the following information relating to you that may have been accessed by the attacker:

### **What We Are Doing.**

VIP has been working with forensic investigators to conduct a comprehensive review of the potentially affected systems. Based on recommendations from our investigators, we have implemented additional security measures to help prevent any future breach.

In addition, in response to the incident, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for [REDACTED] from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. We also are providing you with proactive fraud assistance to help with any questions that you might have or in the event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to [REDACTED] and follow the instructions provided. When prompted, please provide the following unique code to receive services:



In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**What You Can Do.**

Please review the “Additional Resources” section enclosed with this letter. It describes additional steps you can take to help protect yourself, including recommendations regarding identity theft protection.

**Other Important Information.**

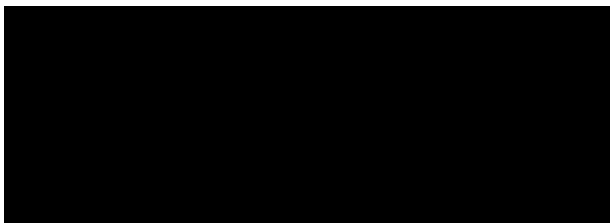
We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing account statements and monitoring free credit reports. You may obtain a free copy of your credit report once every year from the three nationwide credit reporting agencies. The “Additional Resources” section provides contact information for the credit reporting services, Equifax, Experian, and TransUnion.

**For More Information.**

For 90 days from the date of this letter, representatives are available to assist you with questions regarding this incident, between the hours of 8:00 a.m. and 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at **1-833-961-5299** and provide the fraud specialist with your unique code listed above.

At VIP, we take our responsibilities to protect your personal information very seriously. We apologize for any inconvenience as a result of this situation.

Sincerely,



## ADDITIONAL RESOURCES

### Contact information for the three nationwide credit reporting agencies:

**Equifax**, PO Box 740241, Atlanta, GA 30374, 1-800-525-6285, [www.equifax.com](http://www.equifax.com)

**Experian**, PO Box 4500, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion**, PO Box 2000, Chester, PA 19016, 1-800-680-7289, [www.transunion.com](http://www.transunion.com)

**Free Credit Report.** It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a free copy of your credit report once every 12 months from each of the three nationwide credit reporting agencies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**. (Hearing impaired individuals can access their TDD service at 1-877-730-4204.)

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission (FTC or Federal Trade Commission) website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

You also have rights under the federal Fair Credit Reporting Act (FCRA). Those rights include placing a security freeze on your credit report or placing an initial or extended fraud alert on your credit file at no cost. For more information, you can go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

**Security Freeze.** You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge. A security freeze on your credit report prohibits a consumer reporting agency from releasing information in your credit report without your express authorization. It is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze, including but not limited to: (1) full name; (2) Social Security number; (3) date of birth; and (4) home addresses for the past few years. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement.

**Fraud Alerts.** As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

You may obtain information from the credit reporting agencies and the FTC regarding fraud alerts and security freezes by contacting the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or believe any of your personal information has been misused, you should contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these federal and state agencies concerning how to prevent or reduce the risks of identity theft.

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, <https://portal.ct.gov/AG>

**For District of Columbia residents:** You may contact the FTC or the Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, DC 20001, 202-727-3400, <https://oag.dc.gov/>

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, <https://www.marylandattorneygeneral.gov/Pages/CPD/default.aspx>

**For Massachusetts residents:** You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, 20th Floor, Boston, MA 02108, 1-617-727-8400, <https://www.mass.gov/contact-the-attorney-generals-office>

**For New York residents:** You may contact the Office of the New York State Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226, [www.ncdoj.gov](http://www.ncdoj.gov)

**For Rhode Island residents:** You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, <https://riag.ri.gov/>

#### **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts and Rhode Island residents:** You have the right to file or obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the FTC, and the Oregon Attorney General.