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September 11, 2017



Via Federal Express

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

Re: Incident Notification

Dear Attorney General Foster:

Pursuant to New Hampshire's security breach notification law, N.H. Rev. Stat. Ann. s. 359-C:20(I)(b), we are writing to notify you on behalf of our client of a data exposure incident involving twenty-three (23) New Hampshire residents.

NATURE OF THE DATA EXPOSURE INCIDENT

On or about August 25, 2017, ABB, Inc. ("ABB"), received notice that a few employee email accounts had suspicious login activity as a result of a phishing scheme. ABB conducted a full assessment to determine the scope of the data loss and identify any potentially affected individuals.

As a result of ABB's investigation, ABB determined that data exposed as a result of the incident may have included personal information of twenty-three (23) New Hampshire residents, including name, home address, date of birth, plan member ID, and social security number. There is no specific evidence suggesting that data has been accessed or used.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

As mentioned above, twenty-three (23) residents of New Hampshire may have been affected by the data exposure incident. The New Hampshire residents will shortly receive notice. The written notice was sent by mail on September 11, 2017. A sample copy of the written notification is enclosed.

STEPS WE HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT

ABB continues to monitor the situation. ABB is providing notice to employees and residents out of an abundance of caution. As mentioned above, ABB has seen no specific evidence suggesting that the data has been accessed or used in any way, and ABB has no reason to believe any such use will occur. ABB continues to monitor the situation carefully and is diligently reviewing its security policies to identify any unusual activity.

In ABB's notice letters to affected employees, ABB suggested they take certain steps to monitor their personal information, including supplying information with respect to credit reporting agencies and providing them the contact information for the Federal Trade Commission and other parties that should be notified upon their discovery of suspicious activity related to their personal information. In an effort to demonstrate ABB's commitment to its employees, ABB has also provided 12 months free identity monitoring services, including credit monitoring, web watcher, and identity consultation and restoration services, provided by Kroll, at ABB's cost.

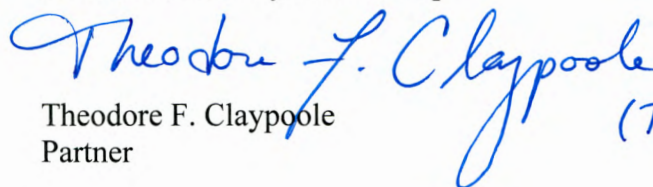
ABB also provided affected residents with a toll-free number to call with questions and to address concerns relating to the security incident.

COMPANY CONTACT INFORMATION

Andrew Klein, U.S. Country Integrity Office
ABB, Inc.
305 Gregson Drive
Cary, North Carolina, 27511 USA
(919) 829-4363

Best regards,

WOMBLE CARLYLE SANDRIDGE & RICE
A Limited Liability Partnership


Theodore F. Claypoole (TNE)
Partner

Enclosure

Notice of Data Breach

Dear <<MemberFirstName>> <<MemberLastName>>,

We are writing to tell you about a data security incident that may have exposed some of your personal information as well as any dependent's personal information associated with ABB's Benefits.

What happened?

ABB, Inc. ("ABB"), received notice on August 25, 2017, that an employee's email account had suspicious login activity as the result of a hacker sending a phishing scheme email to ABB employees on or around August 25, 2017. ABB conducted a full assessment to determine the scope of the data loss and identify any potentially affected individuals.

What information was involved?

The compromised email account(s) may have stored your personal information, including your name, address social security number and medical record(s) used in ABB Employee Benefits, FMLA, and in some instances direct deposit information for a few number of hourly staff located in one selected location. If your spouse and/or children's information was potentially affected, they will receive a separate notification letter.

How ABB is responding

To date, we have not seen specific evidence suggesting that your data has been accessed in the email account or used in any way. ABB will continue to monitor the situation carefully and is in the process of evaluating the policy regarding how employees handle personal information in an email account.

To demonstrate our commitment to you as an ABB employee, ABB would like to offer you one (1) year of identity monitoring services, paid for by ABB, to give you the opportunity to discuss any concerns you may have about the potential exposure of your data and steps you may take to protect yourself, in addition to the steps ABB has outlined in this letter.

ABB secured the services of Kroll to provide identity monitoring services. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Web Watcher, Identity Consultation, and Identity Restoration.

Visit my.idmonitoringservice.com to enroll and take advantage of your identity monitoring services. You have until <<Date>> to activate your identity monitoring services.

Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-XXX-XXX-XXXX. Additional information describing your services is included with this letter.

What you can do

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

You also have the right to place a security freeze on your credit report by contacting the credit agencies listed above. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without the consumer's express authorization. However, please be aware 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.

On behalf of ABB, we want to assure you that ABB is working diligently to maintain appropriate protections for your data and the data of all ABB employees.

For more information

If you have questions, please call 1-XXX-XXX-XXXX, Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time. Please have your membership number ready.

Protecting your information is important to us and we regret that you have been impacted. We believe that the identity monitoring services we are offering will help protect you. We hope this underscores our continued commitment to your security.

Sincerely,

Dorothea Klein, Head of Human Resources
ABB Inc.

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, 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 or call toll free at **1-877-322-8228**.

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's ("FTC") website at 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, Puerto Rico, 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).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You have the ability to place a security freeze on your credit report.

A security freeze 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 be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. 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. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The credit reporting agencies may charge a fee to place a freeze, temporarily lift it or permanently remove it. The fee is waived if you are a victim of identity theft and have submitted a valid investigative or law enforcement report or complaint relating to the identity theft incident to the credit reporting agencies. (You must review your state's requirement(s) and/or credit bureau requirement(s) for the specific document(s) to be submitted.)

For Massachusetts residents: The fee for each placement of a freeze, temporary lift of a freeze, or removal of a freeze is \$5.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

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, www.ncdoj.com, 1-877-566-7226.

Reporting of identity theft and obtaining a policy report.

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

Attorney General.

For Massachusetts residents: You have the right to 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 Federal Trade Commission, and the Oregon Attorney General.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Credit Monitoring through TransUnion

You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals buy, sell, and trade personal information. You'll be promptly notified if evidence of your identity information being traded or sold is discovered.

Identity Consultation

You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Restoration

If you become a victim of identity theft, an experienced licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

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