

February 20, 2020

State of New Hampshire
Office of the Attorney General
Department of Justice
33 Capitol Street
Concord, NH 03301

RECEIVED

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CONSUMER PROTECTION

Dear Sir or Madam:

I am writing to let you know about a security incident that may have exposed the personal information of 16 New Hampshire residents.

ADP prepares annual payroll tax statements for employees of our clients, as required for the individuals to file with their annual income tax forms. In some cases, client employees can access their statement via an online service, allowing them to download and save the statement. As required for tax filing purposes, each W2 contains the employee's name and Social Security number (as well as income and tax information).

On February 10, 2020, ADP became aware that an unauthorized user may have gained access to client employee accounts and, using that access, potentially obtained personal or tax information from those accounts. ADP commenced an investigation and determined that from January 24th to February 11th, 2020, authorized credentials for ADP client accounts were used to potentially access personal information, including the information referenced above, and employee tax forms (W2 statements) or attempt to access tax information. Analysis by ADP shows that the unauthorized user tested multiple credentials obtained from previous breaches at other organizations. A small percentage of those attempts were successful because the credentials were used by the individuals for their ADP accounts.

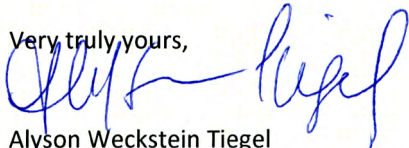
ADP identified all the potentially impacted employees and remediated the issue. We are in the process of notifying all the impacted clients. ADP also advised its clients that ADP would provide notification and credit monitoring and identity theft protection services to these impacted employees. Additionally, ADP advised its clients that it would provide this notification to you on their behalf.

We have taken additional steps to prevent further exposure of personal information and further enhance ADP's security controls as a result of this matter. In particular, ADP has:

- Reset all user passwords that were known to be or potentially compromised.
- Continued to engage with external partners, including law enforcement and the IRS to help prevent further use of any compromised information; and
- Implemented further verification tools to validate authentication of credentials for ADP's client account and help prevent further testing and/or use of compromised credentials.

Please find attached a copy of the notification letter for the affected individuals. We would be happy to answer any questions that you may have.

Very truly yours,


Alyson Weckstein Tiegel
Senior Counsel



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Stuart Sackman
1 ADP Blvd
Roseland NJ 07068

[MailDate]

[FirstName] [LastName]
[Address1]
[Address2]
[City] [State] [Zip Code]

[Extra2]

Dear [FirstName] [LastName]:

ADP provides payroll and related services to your employer [CompanyName]. As part of this service, ADP generates annual W-2 forms for your employer that contain personal information including your name address, wage information, and Social Security number. Unfortunately, on February 10, 2020, we discovered that some of your tax information for 2019 or prior years was potentially accessed by an unauthorized user. Please be assured we have taken every step necessary to address the incident.

What happened?

We have confirmed that between January 24 and February 11, 2020 an unauthorized user accessed your ADP self-service account. Our investigation shows that they used your correct username and password and potentially downloaded some of your tax information for 2019 or prior years. There are a variety of ways that the unauthorized user could have acquired the credentials, including that these credentials may have been previously compromised from non-ADP accounts. To reduce the risk that your information might be used for unintended purposes, we are offering you credit monitoring and identity theft protection and taking steps that will protect you.

What information was involved?

The information included your name, address, wage information, and Social Security number.

What are we doing?

To help protect your identity, ADP is offering you a complimentary [30.0]-month membership of Experian IdentityWorks™ identity theft protection. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. Please see the enrollment instruction on the attached sheet.

Additionally, ADP reported the incident to the Internal Revenue Service (IRS). The IRS is aware of each individual impacted and has placed them on a watchlist to reduce the risk of a fraudulent claim. If they receive a claim and suspect it is fraudulent, they will reach out to you with a PIN so you can file your taxes safely.



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What can you do?

You will have access to your Experian consumer credit report as part of the Experian IdentityWorks™ product. You may obtain a free copy of your credit report once every 12 months from each of the nationwide consumer reporting agencies by visiting <http://www.annualcreditreport.com> or by contacting the consumer reporting agencies at:

Equifax
(800) 685-1111
P.O. Box 740256
Atlanta, GA 30374-0241
www.equifax.com

Experian
(888) 397-3742
P.O. Box 2002
Allen, TX 75013
www.experian.com

TransUnion
(800) 916-8800
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

We recommend that you check all of your consumer reports annually.

We also recommend that you carefully review all your financial account statements to make certain there have been no unauthorized transactions made or new accounts opened in your name. Contact your financial institutions immediately if there is unauthorized activity on your accounts or if an unauthorized account has been opened in your name. You should also report any suspected identity theft to your local law enforcement agency or state attorney general.

You can obtain further information about fraud alerts and security freezes from these sources as well as from the Federal Trade Commission whose contact information is listed below.

Other important information

If you want to learn more about the steps you can take to avoid identity theft, visit the Federal Trade Commission's website at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>. You can also contact the Federal Trade Commission via phone at 1-877-ID-THEFT (877-438-4338) or via mail to the FTC Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

For more information

Should you have questions or concerns regarding this matter or the protections available to you, please do not hesitate to contact us at [Extra4](#).

Please know that ADP takes the security of your personal data very seriously and is committed to minimizing the risks associated with the exposure of your personal information. We maintain numerous safeguards to protect your information, and we are constantly updating our security controls in our effort to protect the personal information that is entrusted to us. Again, we sincerely apologize for this incident and regret any inconvenience it may cause you.

Sincerely,

Stuart Sackman
Corporate Vice President Global Shared Services



Activate Experian IdentityWorks™ Now in Three Easy Steps

1. ENSURE That You **Enroll By:** [ExpDate] (Your code will not work after this date.)
2. **VISIT** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE Your **Activation Code:** [code]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by [ExpDate]. Be prepared to provide engagement number [engagement number] as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your [Extra1]-month 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 credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **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.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877-890-9332. 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 (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).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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



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ADDITIONAL INFORMATION FOR CERTAIN STATE RESIDENTS

CALIFORNIA: The mailing of this notice was not delayed by law enforcement.

CONNECTICUT: You have the right to place a security freeze on your consumer reports. Please see the information about placing a security freeze below.

MARYLAND: Maryland residents may contact the Maryland Attorney General's Office for more information about identity theft:

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

NORTH CAROLINA: North Carolina residents may contact the North Carolina Attorney General's Office for more information about identity theft:

North Carolina Office of the Attorney General - Consumer Protection Division - www.ncdoj.gov
9001 Mail Service Center, Raleigh, NC 27699-9001
1-877-566-7226

PUERTO RICO: Our investigation reveals that approximately 4 Puerto Rico residents may have been affected by this incident. We did file a report with law enforcement regarding this matter.

RHODE ISLAND: Our investigation reveals that approximately 17 Rhode Island residents may have been affected by this matter. You have the right to file a police report. You also have the right to place a security freeze on your consumer reports. Please see the information about placing a security freeze below. Rhode Island residents may contact the Office of the Attorney General for more information about identity theft.

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

WEST VIRGINIA: You have the right to place a security freeze on your consumer reports. Please see the information about placing a security freeze below.

WYOMING: The mailing of this notice was not delayed by law enforcement.

SECURITY FREEZE INFORMATION

A security freeze prevents a consumer reporting agency from releasing your credit report without your authorization. However, using a security freeze may delay your ability to obtain credit. You may request that a freeze be placed on your consumer report by sending a written request to each credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022-2000

The following information should be included when requesting a security freeze: full name, with middle initial and any suffixes; Social Security number; full date of birth; current address and previous addresses for the past two years. The request also should include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a recent utility bill, bank or insurance statement that verifies your current residence.

The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft and have submitted a police report relating to the identity theft to the consumer reporting company.

Each credit reporting agency will send a written confirmation to you regarding the freeze along with a unique personal identification number (PIN) that can be used by you to authorize the removal or lifting of the security freeze. It is very important for you to protect and remember the PIN. To lift the security freeze in order to allow a specific entity or individual access to your credit report or to remove the freeze, you must contact the credit reporting agencies and provide your identification information and the PIN.

You can also place, lift or remove a security freeze using consumer reporting agencies' websites:

Equifax: https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp
Experian: <https://www.experian.com/freeze/center.html>
TransUnion: <https://www.transunion.com/credit-freeze/place-credit-freeze>