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FEB 26 2022 PM 12:50

February 22, 2022

**BRENDA SHARTON**

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Consumer Protection Bureau  
New Hampshire Attorney General's Office  
33 Capitol Street  
Concord, NH 03301

Dear Sir/Madam:

We write on behalf of our client Aegis Software Corporation ("Aegis") to notify you that Aegis identified an intrusion on certain of its systems by an unauthorized third party. Aegis took immediate action to review this incident and secure its systems. Aegis reviewed this incident and determined that certain data files were accessible to the unauthorized third party for a period of time. Aegis subsequently performed an assessment of these data files and determined that some of the files contained certain personal information when the unauthorized third party had access to them (the review determined that to be on or about October 27, 2021).

After becoming aware of the incident, Aegis undertook a review, working with third party experts and law enforcement, to determine the nature and scope of the unauthorized access. After the review, Aegis implemented additional security measures to help further protect against this type of incident going forward. After conducting a comprehensive analysis of the compromised data to determine the affected individuals, Aegis determined that the incident potentially affected 6 New Hampshire residents. The personal information at issue for New Hampshire residents includes name, social security number, driver's license number, and/or passport number.

Aegis is taking action to provide assistance to potentially affected individuals, even though it currently has no evidence of any misuse of or fraudulent activity relating to anyone's personal information as a result of this incident. Aegis has notified affected individuals by mail on or about February 22, 2022 and will provide 24 months of identity theft monitoring services from Experian. Aegis has also provided information about steps that individuals can take to protect themselves, such as regularly monitoring financial statements and credit reports. A template copy of the notification letter Aegis has sent to affected New Hampshire residents is attached to this notice as Appendix A.

Thank you for your attention to this matter.

Sincerely,

DocuSigned by:  
*Brenda Sharton*  
FD2E1E1AF51243D...  
Brenda Sharton

BRS

**APPENDIX A**



Return Mail Processing  
 PO Box 589  
 Claysburg, PA 16625-0589

February 21, 2022

H5811-L01-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01 EMPLOYEEES  
 APT ABC  
 123 ANY STREET  
 ANYTOWN, ST 12345-6789



**Notice of Data Breach**

Dear Sample A. Sample:

We write to notify you of an incident that occurred that could affect some of your personal information. Please review this letter carefully.

**What Happened**

In December 2021, Aegis Software Corporation (“Aegis”) identified an intrusion on certain of its systems by an unauthorized third party. We took immediate action to review this incident and secure our systems. We reviewed this incident and determined that certain data files were accessible to the unauthorized third party for a period of time. We subsequently performed an assessment of these data files and determined, on January 24, 2022, that some of the files contained certain personal information when the unauthorized third party had access to them (the review determined that to be on or about October 27, 2021).

**What Information Was Involved**

From the review, we have determined that the personal information affected included some or all of the following items pertaining to you: your name, social security number, date of birth, driver’s license number, passport number, other government issued identification number, health insurance member ID, financial account and routing number, and/or the username and password you use to access Aegis systems. While we do not know whether the third party actually viewed or exfiltrated your information, we are sending you this notice as a precaution and to encourage you to take steps to monitor your personal information. At this time, *we are not aware of any misuse of or fraudulent activity relating to anyone’s personal information as a result of this incident.*

**What We Are Doing**

After becoming aware of the incident, Aegis undertook a review, working with third party experts and law enforcement, to determine the nature and scope of the incident. After the review, we implemented additional security measures to help further protect against this type of incident going forward.

Although we are not aware of any misuse of or fraudulent activity relating to anyone’s personal information as a result of this incident, as an added precaution we are offering complimentary access to Experian’s® IdentityWorks<sup>SM</sup> for 24 months, at no cost to you.

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To activate your membership and start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by May 15, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

Additional details of the Experian IdentityWorks<sup>SM</sup> service are provided in the attached "Additional Resources."

### **What You Can Do**

Your Aegis account password was hashed and not stored in plain text. In an abundance of caution, we initiated a password reset for all Aegis accounts shortly after learning of the incident. As an additional precaution, you should change your password for any other online accounts for which you use the same username and password combination. You should choose a strong password that is not easy to guess.

As always, we recommend that you remain vigilant for incidents of fraud and identity theft, including by regularly viewing your account statements and monitoring your free credit reports. For more information on how you can help protect yourself, please review the enclosed "Additional Resources."

### **For More Information**

We are sorry for any inconvenience caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling for Experian's<sup>®</sup> IdentityWorks<sup>SM</sup> online, please call (833) 281-4831 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number ENGAGE#.

Sincerely,



Jason Spera  
CEO, Aegis Software Corporation

## ADDITIONAL RESOURCES

### Additional Details Regarding Your 24-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 file 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.
- **\$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 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 at (833) 281-4831. 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).

Please note that Identity Restoration is available to you for 24 months 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](http://www.ExperianIDWorks.com/restoration).

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 281-4831 by May 15, 2022. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the Identity Restoration services by Experian.

### Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

- **Equifax®** – P.O. Box 740241, Atlanta, GA 30374-0241 – 1-800-685-1111 – [www.equifax.com](http://www.equifax.com)
- **Experian** – P.O. Box 9701, Allen, TX 75013-9701 – 1-888-397-3742 – [www.experian.com](http://www.experian.com)
- **TransUnion** – P.O. Box 1000, Chester, PA 19016-1000 – 1-800-888-4213 – [www.transunion.com](http://www.transunion.com)

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

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

\*\* 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.



### **Credit Freeze**

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (PIN) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to place a credit freeze, please contact all three major consumer reporting agencies listed below.

- **Equifax®** – P.O. Box 105788, Atlanta, GA 30348-5788 – 1-800-685-1111 – [www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)
- **Experian** – P.O. Box 9554, Allen, TX 75013-9554 – 1-888-397-3742 – [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)
- **TransUnion** – P.O. Box 2000, Chester, PA 19016-2000 – 1-800-909-8872 – [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency.

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

### **Fraud Alerts**

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1-year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. Should you wish to place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

- **Equifax®** – P.O. Box 105788, Atlanta, GA 30348-5788 – 1-888-766-0008 – [www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)
- **Experian** – P.O. Box 9554, Allen, TX 75013-9554 – 1-888-397-3742 – [www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)
- **TransUnion** – P.O. Box 2000, Chester, PA 19016-2000 – 1-800-909-8872 – [www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

### **Additional Information**

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

- **The Federal Trade Commission** – 600 Pennsylvania Avenue, NW, Washington, DC 20580 – 1-877-438-4338 – TTY 1-866-653-4261 – [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**For Massachusetts Residents:** Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. Under Massachusetts law, you may also place, lift, or remove a security freeze on your credit reports, free of charge. You must place your request for a freeze with each of the three major consumer reporting agencies as detailed above.