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RECEIVED

AUG 05 2019

CONSUMER PROTECTION

July 31, 2019

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

RE: Security Breach Notification

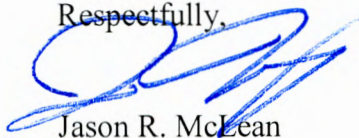
To Whom It May Concern:

As counsel for Aires, I write to provide this notification to you of a recent data security incident suffered by Aires. In January 2019, Aires became aware of a forwarding rule that was placed on one of its employee's email accounts. Upon investigation, it was determined that this forwarding rule was causing emails to be forwarded to an unknown Gmail address. Upon making this determination, Aires immediately deleted the forwarding rule and took additional security measures. Aires retained cybersecurity professionals, who undertook an extensive forensic investigation and determined that one account was compromised by an attacker from October 10, 2018 to October 20, 2018. Aires has confirmed that no unauthorized activity has occurred after October 20, 2018 and continues to diligently monitor its systems and accounts. Unfortunately, on June 19, 2019 it was determined that as a result of this compromise, the financial account information, social security numbers, driver's license numbers, usernames and passwords, health insurance information and/or dates of birth of 2,002 individuals may have been exposed. Of those 2,002 individuals, 1 resides in New Hampshire.

Aires conducted an extensive investigation into this compromise and undertook significant efforts to locate updated contact information for all affected individuals. Aires will be notifying the affected individuals on or about August 1, 2019 and will provide them with complimentary credit monitoring for one year. A copy of the formatted letter to the affected individuals is attached. As the letter indicates, Aires will be offering credit monitoring and identity restoration services at Aires' expense. Aires is taking steps to comply with all applicable notification obligations.

Please contact me should you have any questions.

Respectfully,



Jason R. McLean



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P.O. Box 6336
Portland, OR 97228-6336

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<<City>><<State>><<Zip>>
<<Country>>

Enter your Activation Code: <<Activation Code>>

<<Date>>

RE: Important Security Notification. Please read this entire letter.

Dear Sir or Madam:

We are contacting you regarding a data security incident. In January 2019, Aires became aware of a forwarding rule that was placed on one of its employee’s email accounts. Upon investigation, it was determined that this forwarding rule was causing emails to be forwarded to an unknown Gmail address. Upon making this determination, Aires immediately deleted the forwarding rule and took additional security measures. Aires retained cybersecurity professionals, who undertook an extensive forensic investigation and determined that one account was compromised by an actor from October 10, 2018 to October 20, 2018. Aires has confirmed that no unauthorized activity has occurred after October 20, 2018 and continues to diligently monitor its systems and accounts. Unfortunately, as a result of this compromise, your personal information may have been exposed, including the following: <<Data Elements>>.

We do not have any information to suggest that the actor accessed any personal information during the ten day period of unauthorized access. However, we are providing this notification to you following our thorough investigation out of an abundance of caution. We take great care in the security of our technology systems, and regret that this incident has occurred.

What Did We Do to Protect Your Information?

Please be assured that Aires has taken every step necessary to address the incident, and that we are committed to fully protecting all of the information that you have entrusted to us. Aires has worked with data privacy experts and other professionals to further protect your privacy. We are concerned about our valued customers, work force, and business partners. We have already taken steps to fix the issue and strengthen our systems, and will continue to do so throughout this response process and beyond. We have also implemented the following protective measures:

- Implementing additional technological security measures;
- Updating our password protocols;

In addition, and to help protect your identity, we are offering a complimentary one-year membership in Equifax Credit Watch Gold.

Equifax® Credit Watch™ Gold provides you with the following key features:

- Equifax® credit file monitoring with alerts to key changes to your Equifax Credit Report.
- Automatic Fraud Alerts.¹ With a fraud alert, potential lenders are encouraged to take extra steps to verify your ID before extending credit.
- Wireless alerts (available online only). Data charges may apply.
- Access to your Equifax® credit report.
- Up to \$25,000 Identity Theft Insurance.²
- Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m.

Enrollment Instructions

To sign up online for online delivery go to www.myservices.equifax.com/gold

- 1. Welcome Page:** Enter the Activation Code provided at the top of your letter 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.

To sign up for US Mail delivery, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

- 1. Activation Code:** You will be asked to enter your enrollment code as provided at the top of this letter.
- 2. Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
- 3. Permissible Purpose:** You will be asked to provide Equifax with your permission to access your Equifax credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
- 4. Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

What You Can Do to Protect Your Information

Please remain vigilant by reviewing account statements and monitoring free credit reports. There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to the enclosed list of additional actions to reduce your chance of identity theft below. As we go through this process I would ask the following:

1. Please let us know if you learn of or experience any suspicious activity with your credit cards, bank accounts or tax return processing. If you suspect identity fraud, you should report it to a law enforcement agency as you may be able to file a police report. We will cooperate with any investigations that state and federal law enforcement open, and provide any information we can to assist their efforts.
2. Trust that we are doing, and will continue to do, everything possible to protect your personal information and reduce the likelihood of any further problems.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at 877-241-6574 between 9:00 a.m. and 9:00 p.m. Eastern Time, Monday through Friday.

Sincerely,



Michael Bulebush
Information Security Officer

ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

➤ PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE

An **initial 90-day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

Equifax

1-800-525-6285

www.equifax.com

Experian

1-888-397-3742

www.experian.com

TransUnion

1-800-680-7289

www.transunion.com

➤ PLACE A SECURITY FREEZE ON YOUR CREDIT FILE

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report in connection with any new credit application, which will prevent them from extending credit. A security freeze generally does not apply to circumstances in which you have an existing account relationship and a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities. With a security freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting agencies.

➤ ORDER YOUR FREE ANNUAL CREDIT REPORTS

Visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

➤ MANAGE YOUR PERSONAL INFORMATION

Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with; and shredding receipts, statements, and other sensitive information. Remain vigilant by reviewing account statements and monitoring credit reports.

➤ USE TOOLS FROM CREDIT PROVIDERS

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

➤ BE AWARE OF SUSPICIOUS ACTIVITY INVOLVING YOUR HEALTH INSURANCE

Contact your healthcare provider if bills do not arrive when expected, and review your Explanation of Benefit forms to check for irregularities or suspicious activity. You can also contact your health insurance company to notify them of possible medical identity theft or ask for a new account number.

➤ **OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF**

- Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding protecting your identity.
- The Federal Trade Commission has an identity theft hotline: 1-877-438-4338; TTY: 1-866-653-4261. They also provide information online at www.ftc.gov/idtheft.
- Individuals can obtain information about steps to avoid identity theft from any of the above credit reporting agencies or the Attorney General.