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CONSUMER PROTECTION

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February 13, 2023

Office of the Attorney General
Attn: Security Breach Notification
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

To Whom It May Concern:

I write on behalf of Alight Solutions, LLC ("Alight"), a global provider of benefits, payroll and human resources solutions, with respect to a data security event involving certain personal information of a New Hampshire resident. By providing this notice, Alight does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On November 15, 2022, Alight learned that an unauthorized individual had obtained access to Alight's corporate email environment, and established rules to transfer certain in-transit messages to a third-party mailbox. Alight began investigating this incident with the assistance of multiple forensic providers, and actively engaged with the Secret Service to investigate the incident. During November and December, 2022, Alight worked to identify potentially impacted emails for the period June 1, 2022 to November 15, 2022, which process included retracing the steps of the unauthorized actor. That process proved to be time-consuming, and did not complete until the end of December 2022. Once collection was complete, Alight reviewed the affected emails to identify potentially impacted individuals, which was similarly time-consuming.

On January 16, 2023, Alight was able to first identify the potentially impacted persons, which included one (1) New Hampshire resident. The affected information included first and last name, employee ID, and Social Security Number. Alight will be providing notice of this incident and credit monitoring to the New Hampshire resident affected by this incident.

During its investigation, Alight promptly contained the incident and blocked the unauthorized party from accessing the Alight email environment. Alight worked with third party forensic providers to confirm that the unauthorized third party no longer had access to Alight's email environment. Alight has taken steps to enhance its data security measures to prevent the occurrence of a similar event in the future, including forced password resets, changes to Alight's firewall configuration, and additional detection safeguards to its corporate email environment. Additionally, we understand that the Secret Service's investigation into this incident remains open and ongoing.

**McDermott
Will & Emery**

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US practice conducted through McDermott Will & Emery LLP.

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Alight will send a notification letter to the affected New Hampshire resident on February 14, 2023 via regular U.S. mail. A copy of the template notification letter is enclosed. In addition, Alight is offering complimentary credit monitoring and identity protection services through Experian to affected individuals for 24 months.

If you have any questions, please contact me at

Sincerely,

David Saunders

**McDermott
Will & Emery**

Insert Logo/Return Address Here

<<Date>>

<<First>> <<Middle>> <<Last>>
<<Address 1>>
<<Address 2>>
<<City>>, <<ST>> <<Zip>> <<Other Zip>>
<<Country>>

Dear <<First>>:

NOTICE OF DATA BREACH

At Alight Solutions, LLC (“Alight”), we are committed to protecting the confidentiality and security of your personal information. Alight provides services to your employer, which may include benefits, payroll or human resource solutions. We are sending you this letter to let you know that Alight recently experienced a security incident that may have resulted in unauthorized access to your personal information. *At this time, we are not aware of any misuse of your personal information.*

WHAT HAPPENED?

On November 15, 2022, Alight learned that an unauthorized individual had obtained access to Alight’s corporate email environment. Alight began investigating this incident with the assistance of forensic providers, and engaged with federal law enforcement to further investigate the incident. Based on our investigation, an unauthorized individual(s) was able to access certain Alight emails from June 1, 2022 to November 15, 2022. We are notifying you of this incident, because your personal information was in the affected email population.

WHAT INFORMATION WAS INVOLVED?

The emails affected by this incident contained different personal information for different individuals, but may have included your first and last name, mailing address, date of birth, marital status, gender, phone number and business email address.

WHAT WE ARE DOING

After discovering this incident, Alight promptly contained the incident and blocked the unauthorized party from accessing the Alight email environment. Alight worked with its forensic providers and federal law enforcement to confirm that the unauthorized third-party no longer had access to Alight’s email environment. Alight has taken steps to enhance its data security measures to prevent the occurrence of

a similar event in the future, including forced password changes and additional detection safeguards to its corporate email environment.

Although we have no reason to believe that your information has been misused because of this incident, we would like to offer you a complimentary 24-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 05/31/2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- 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 05/31/2023. Be prepared to provide engagement number _____ as proof of eligibility for the identity restoration services by Experian.

Please review the sheet enclosed with this letter for information about activating Experian's IdentityWorks services.

WHAT YOU CAN DO

In addition to enrolling in Experian's IdentityWorks services, we encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You can also review the enclosed steps to help protect your personal information.

FOR MORE INFORMATION

If you have additional questions, please contact us toll-free by calling 1-877-890-9332. We regret any inconvenience this incident may cause you.

Sincerely,

Tola Sobitan
Chief Privacy Officer
Alight Solutions LLC

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, 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 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. You will also find self-help tips and information about identity protection at this site.

GENERAL INFORMATION ABOUT IDENTITY THEFT PROTECTION

You should remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

Credit Reports. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to www.AnnualCreditReport.com or by calling (877) 322-8228. You also may complete the Annual Credit Report Request Form available from the FTC at www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf, and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. **You may contact the nationwide credit reporting agencies at:**

Equifax

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

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.

Place a Security Freeze on your Credit Report. You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. 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. 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. You can place a freeze and lift a security freeze on your credit report free of charge.

You may contact the Federal Trade Commission (FTC) 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 contact the FTC and/or your state's attorney general office about for information on how to prevent or avoid identity theft. You can contact the FTC at: **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20508, www.ftc.gov, 1-877-IDTHEFT (438-4338).

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov.

For Iowa residents, State law advises you to report any suspected identity theft to law enforcement or to the Iowa Attorney General, Consumer Protection Division, 1305 E. Walnut St., Des Moines, IA 50319, 1-888-777-4590

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. Pro-Tem, Inc. dba PTI Systems is located at 2525 South Shore Boulevard, Suite 401 League City, TX 77573.

For Massachusetts residents, You have the right to obtain a police report if you are the victim of identity theft.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There is [1] Rhode Island resident impacted by this incident.