



LEWIS BRISBOIS BISGAARD & SMITH LLP

November 3, 2023

**VIA EMAIL**

Attorney General John Formella  
Office of the Attorney General  
Consumer Protection & Antitrust Bureau  
Office of the Attorney General  
1 Granite Place South  
Concord, NH 03301

Email: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

**Re: Notification of Data Security Incident**

To Whom It May Concern:

Lewis Brisbois represents AlohaCare, a health insurance provider in Hawaii, in connection with a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with New Hampshire data breach notification law.

**1. Nature of the Security Incident**

On or around May 31, 2023, AlohaCare learned that it was part of the global incident involving a zero-day vulnerability of the file transfer tool called MOVEit. AlohaCare immediately engaged a team of third-party digital and cybersecurity experts to assist with investigating the extent of any unauthorized activity. The investigation determined that the incident impacted certain data maintained by AlohaCare. AlohaCare subsequently initiated a comprehensive review of the affected files to determine whether they contained personal information or protected health information belonging to individuals. After a thorough review, on or around October 17, 2023, AlohaCare determined that certain personal information was involved in the incident and worked diligently to notify the individuals.

**2. Type of Information and Number of New Hampshire Residents Affected**

AlohaCare notified twelve (12) residents of New Hampshire of this data security incident via first class U.S. mail on November 3, 2023. The information accessed and potentially acquired by the unauthorized actor responsible for this incident may have included

. A sample copy of the notification letter sent to these individuals is included with this correspondence.

### **3. Steps Taken Relating to the Incident**

AlohaCare has implemented additional security features in an effort to prevent a similar incident from occurring in the future. AlohaCare also notified the major credit reporting agencies, TransUnion, Equifax, and Experian, of the incident. Further, AlohaCare has offered all individuals whose information was involved of complimentary services through TransUnion, which includes credit monitoring, dark web monitoring, a \$1 million identity fraud loss reimbursement policy, fully-managed identity theft recovery services, and ninety (90) days access to a call center.

### **4. Contact Information**


AlohaCare remains dedicated to protecting the personal information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at

Regards,

Kamran Salour of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enc.: Sample Consumer Notification Letter

AlohaCare  
c/o Cyberscout  
PO Box 1286  
Dearborn, MI 48120-9998

 **ALOHACARE**  
AlohaCare  
1357 Kapi'olani Boulevard  
Suite G101  
Honolulu, Hawaii 96814



November 3, 2023

**Subject: Notice of Data Security Incident**

Dear :

AlohaCare is letting you know about a recent data security incident. The incident involved your personal information. This letter includes steps you can take to help protect your personal information. We are also offering you free credit monitoring and identity protection services.

**What Happened?**

- On or around May 31, 2023, AlohaCare learned that we were part of an incident involving a file transfer tool. This file transfer tool is called MOVEit. The incident was called a “zero-day vulnerability.” This incident affected companies around the world.
- AlohaCare immediately hired a team of cybersecurity experts. This team investigated activity around the incident.
- Our investigation ended on October 17, 2023. We determined that your personal information may have been impacted as a result of the incident.

**What Information Was Involved?** The impacted information may have included your:

**What Are We Doing?**

- AlohaCare took the steps described above.
- We put additional security measures in place. We have decreased the risk of a similar incident happening in the future. AlohaCare is serious about protecting your information.
- We are offering you free credit monitoring services. You can access **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services for free. You will get alerts when changes occur to your credit file. You will get an alert the same day that a change or update takes place with the credit monitoring company. You may access these services for  
from the date you enroll.
- We are providing you with a phone number to call. Call us if you have questions. You can also call us if you become a victim of fraud.

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### **What Can You Do?**

- Review the information in this letter.
- Enroll in the free credit monitoring services. The credit monitoring services are provided by Cyberscout through Identity Force, a TransUnion company.

### **How Do I Enroll in Credit Monitoring?**

- You must be over the age of eighteen (18)
- You must have established credit in the U.S.
- You must have a Social Security number to your name, and
- You must have a U.S. residential address associated with your credit file.

Please log on to <https://secure.identityforce.com/benefit/alohacare>. Follow the instructions provided. Use the following unique code to receive services: [REDACTED]

- You must enroll within 90 days from the date of this letter.
- You must have an internet connection.
- You must have an e-mail account.
- Credit monitoring may not be available to minors under the age of 18 .
- You may be asked to verify personal information when you sign up. This is to confirm your identity. This is for your own protection.

**For More Information.** Call if you have any questions regarding the incident. Or call us if you need guidance with enrolling in credit monitoring. Please call 1-833-415-2510. The hours are 8:00 A.M. ET to 8:00 P.M. ET, Monday through Friday, excluding holidays.

AlohaCare appreciates your understanding. We apologize for any worry this may cause you.  
Sincerely,

AlohaCare

## STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

### **Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

### **Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

### **TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

### **Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

### **Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

### **New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

### **North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

### **Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

### **Washington D.C. Attorney General**

441 4th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.



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## SPECIAL MESSAGE FROM ALOHACARE

AlohaCare complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

AlohaCare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

AlohaCare provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact AlohaCare at 808-973-0712.

If you believe that AlohaCare has failed to provide these services or discriminated in another way, you can file a grievance with:

AlohaCare  
Attn: Grievance and Appeals Division  
1357 Kapiʻolani Blvd., Ste. G101  
Honolulu, HI 96814

Phone: 808-973-0712  
Toll-free: 1-877-973-0712  
TTY/TDD: 1-877-447-5990  
Fax: 808-973-2140  
Online: AlohaCare.org

You can file a grievance in person or by mail, fax, phone, or online. If you need help filing a grievance, AlohaCare staff is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

(English) Do you need help in another language? We will get you a free interpreter. Call 1-808-973-0712 to tell us which language you speak. (TTY: 1-877-447-5990).

(Cantonese) 您需要其它語言嗎？如有需要，請致電1-808-973-0712，我們會提供免費翻譯服務 (TTY: 1-877-447-5990).

(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori 1-808-973-0712 omw kopwe ureni kich meni kapas ka ani. (TTY: 1-877-447-5990).

(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le 1-808-973-0712 pour nous indiquer quelle langue vous parlez. (TTY: TTY: 1-877-447-5990).

(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter 1-808-973-0712 und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: 1-877-447-5990).

(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona 1-808-973-0712 `oe ia la kaua a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 1-877-447-5990).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-808-973-0712 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 1-877-447-5990).

(Japanese) 貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で通訳を用意できます。電話番号の、1-808-973-0712に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: 1-877-447-5990).

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-808-973-0712로 전화해서 사용하는 언어를 알려주십시오 (TTY: 1-877-447-5990).

(Mandarin) 您需要其它语言吗？如有需要，请致电1-808-973-0712，我们会提供免费翻译服务 (TTY: 1-877-447-5990).

(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok 1-808-973-0712 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 1-877-447-5990).

(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea 1-808-973-0712 pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: 1-877-447-5990).

(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al 1-808-973-0712 y díganos que idioma habla. (TTY: 1-877-447-5990).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa 1-808-973-0712 para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: 1-877-447-5990).

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he 1-808-973-0712 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: 1-877-447-5990).

(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-808-973-0712 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 1-877-447-5990).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa 1-808-973-0712 aron magpahibalo kung unsa ang imong sinulti-han. (TTY: 1-877-447-5990).



