



Representing Management Exclusively in Workplace Law and Related Litigation

Jackson Lewis P.C.
 220 Headquarters Plaza
 East Tower, 7th Floor
 Morristown, NJ 07960-6834
 Tel 973 538-6890
 Fax 973 540-9015
 www.jacksonlewis.com
 Richard J. Cino - Managing Principal

JOSEPH J. LAZZAROTTI
 EMAIL: LAZZAROTTI@JACKSONLEWIS.COM

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August 21, 2017

VIA OVERNIGHT MAIL

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

Re: Data Incident Notification

Dear Attorney General Gordon MacDonald:

On behalf of our client, American Friends Service Committee (“Company”), we are writing to notify you¹ of a breach of security of personal information involving New Hampshire residents.

The Company discovered on April 18, 2017, that a temporary employee accessed employee names, social security numbers, and birth dates and improperly attempted to open credit cards and otherwise misappropriate some of the employees’ identities. Upon learning of this, the Company immediately took steps to stop the employee’s access, terminated the employee, and contacted law enforcement. On April 18, 2017, the Company promptly began notifying employees about the incident and over the next several days provided additional information and updates. The Company also made credit monitoring services available to the employees for 5 years at no cost. The total number of persons affected is 269, of which 3 are New Hampshire residents.

As set forth in the attached communications, the Company has taken numerous steps to protect the security of the personal information of the affected individuals. To help ensure an incident like this will not occur in the future, the Company is reviewing its policies and procedures to make sure employees are more aware of their responsibilities for handling employee

¹ Please note that by providing this letter the Company is not agreeing to the jurisdiction of the State of New Hampshire, or waiving its right to challenge jurisdiction in any subsequent actions.

personal information, including additional training. Should the Company become aware of any significant developments concerning this situation, we will inform you.

Sincerely,

JACKSON LEWIS P.C.



Joseph J. Lazzarotti

Encl.

From: "Hector M. Cortez" <HCortez@afsc.org>
Date: August 11, 2017 at 2:36:41 PM EDT
To: "Hector M. Cortez" <HCortez@afsc.org>
Cc: Joyce Ajlouny <JAjlouny@afsc.org>, Nikki DiCaro <NDiCaro@afsc.org>
Subject: **Additional Data Breach Information and Resources**

Dear impacted AFSC staff:

As a follow up to our prior communications in April of 2017, we wanted to provide the following update concerning the data incident we informed you about, and to provide some additional resources. Again, we apologize for any inconvenience the incident may have caused you, and assure you we are working diligently to minimize the chance that this could happen again.

What Happened: Recall that on April 18, 2017, we discovered a data incident which involved your personal information as the result of a temporary employee's unauthorized access to and procurement of the personal information of some of our employees' personal information. This access occurred on April 12, 2017.

What Information Was Involved: The elements of personal information involved in the incident included names, addresses, social security numbers, dates of birth, and salary information.

What Have We Been Doing: This is covered in our prior communications, including our investigation and coordination with an external IT security consultant and law enforcement. Our communications were not delayed at the request of law enforcement.

We treat all personal information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedures to prevent similar situations from occurring. Theft of data and similar incidents are difficult to prevent in all instances, however, we will be reviewing our systems and making improvements where we can to minimize the chances of this happening again. Specifically, we will be training all staff concerning acceptable access, use and disclosure of personal information maintained by the organization.

What You Can Do: As a reminder, we have arranged for free credit monitoring services for you through IdentityForce for five years, which includes identity monitoring, advanced fraud monitoring, identity restoration services, and identity theft insurance. Please considering utilizing this free service. We also recommend you remain vigilant and consider taking some of the other steps described in our earlier emails. We provide some additional information below for you to consider as well:

- Pay close attention to all bills and credit-card charges you receive for items you did not contract for or purchase. Review all of your bank account statements frequently for checks, purchases or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.

- If you suspect or know that you are the victim of identity theft, you can report this to the Fraud Department of the FTC, law enforcement or your state attorney general, who will collect all information and make it available to law-enforcement agencies. Contacting the Federal Trade Commission (“FTC”) either by visiting www.ftc.gov, www.consumer.gov/idtheft, by calling (877) 438-4338, or writing to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580.
- The IRS also offers Identity Protection: Prevention, Detection and Victim Assistance which can be found at: <https://www.irs.gov/Individuals/Identity-Protection>.
- Receive a free copy of your credit report by going to www.annualcreditreport.com. You also can contact the credit reporting agencies as follows:

Equifax	Experian	TransUnion
P.O. Box 740256	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
(800) 525-6285	(888) 397-3742	(800) 888-4213
www.equifax.com	www.experian.com/consumer	www.transunion.com

- *For Maryland Residents:* The contact information for the Maryland Office of the Attorney General is: Maryland Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202; Telephone: (888) 743-0023; website: <http://www.oag.state.md.us>.
- *For North Carolina Residents:* The contact information for the North Carolina Attorney General is: Address: North Carolina Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27699; Telephone: (919) 716-6400; website: www.ncdoj.com/.
- *For Puerto Rico Residents:* The total number of affected individuals is one.
- *For Rhode Island Residents:* The contact information for the Rhode Island Office of the Attorney General is: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903; Telephone: (401) 274-4400; website: <http://www.riag.ri.gov>. The total number of affected individuals is one.

For More Information: If you have questions or concerns you should contact **Lisa Oliveri, Director of Security, at 215-241-7181 or via email at loliveri@afsc.org**. Again, we apologize for this situation and any inconvenience it may cause you.

Sincerely,

Hector Cortez

Deputy General Secretary
American Friends Service Committee
1501 Cherry Street
Philadelphia, PA 19102

(215)241-7111 office
(267)978-0893 mobil
Sip:HCortez@afsc.org

