

AMERICAN PAYROLL ASSOCIATION

September 1, 2020

VIA EMAIL

Attorney General Gordon MacDonald
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

REGULATOR NOTICE OF SECURITY INCIDENT

Dear Attorney General MacDonald:

The American Payroll Association (“APA”), a professional association, writes to inform you of a data security incident that occurred and was discovered on or around July 13, 2020 that involved the personal information of certain New Hampshire residents.

The APA experienced a skimming cyberattack in which personal information was accessed by unknown and unauthorized individuals. The source of the cyberattack is thought to have been a vulnerability in APA’s content management system, which allowed a “skimmer” to be installed on both the login webpage of the APA website and checkout section of the APA’s online store. While the precise date of the cyberattack is still unknown, subsequent investigation by APA’s IT team uncovered unusual activity on the site dating back to May 13, 2020 at approximately 7:30 pm CT.

The cyberattack skimmed the login information and payment card information (i.e. credit card information and associated data) of 37 New Hampshire residents. By way of login information access, the electronic fields that could have additionally been accessed include: First and Last Names; Email Address; Job Title and Job Role; Primary Job Function and to whom the user “Reports”; Gender; Date of Birth; Address (either business or personal), including country, province or state, city, and postal code; Company name and size; Employee Industry; Payroll Software used at Workplace; Time and Attendance software used at work; Profile photo; and Social media username.

Since discovering the cyberattack, APA has installed the latest security patches from our content management system to prevent any further exploitation of the website. APA technicians also reviewed all code changes made to the APA website since January; installed additional antivirus software on our servers; and increased our security patch implementation from monthly to weekly. Additionally, all impacted users have been required to change their password on the site, preventing further access by malicious third parties. Within the next week, APA intends to provide notice to individual residents affected by the incident. A sample copy of the individual notification notice for New Hampshire residents is enclosed.

APA will be offering all New Hampshire residents whose financial data was affected 12 months of free credit monitoring and \$1,000,000 in identity theft insurance through Equifax. Each affected individual will need to activate their credit monitoring product by the activation date in order for it to be effective.

Should you have any questions regarding this notice or if you would like more information, please do not hesitate to contact the undersigned. You may call 210-226-4600 x3263, email rwagner@americanpayroll.org, or provide written correspondence to 660 North Main Avenue, Suite 100, San Antonio, TX 78205.

Sincerely,

A handwritten signature in black ink, appearing to be 'RWagner', with a long horizontal line extending to the right.

Robert Wagner

Senior Director of Govt. and Public Relations, Certification, and IT



August [**], 2020

NOTICE OF SECURITY INCIDENT

Dear [Name]:

The American Payroll Association (“APA”) writes to inform you that a data security incident was discovered on or around July 13, 2020 that involved some of your personal information.

What Happened? The APA experienced a skimming cyberattack in which personal information was accessed by unauthorized individuals. The source of the cyberattack is thought to have been a vulnerability in APA’s content management system, which allowed a “skimmer” to be installed on both the login webpage of the APA website, as well as the checkout section of the APA’s online store. APA’s IT team uncovered unusual activity on the site dating back to May 13, 2020 at approximately 7:30 pm CT.

What Information Was Accessed? The unauthorized individuals gained access to login information (i.e. username and password) and individual payment card information (i.e. credit card information and associated data). By way of account access, the electronic fields that may have been accessed include: First and Last Names; Email Address; Job Title and Job Role; Primary Job Function and to whom you “Report”; Gender; Date of Birth; Address (either business or personal), including country, province or state, city, and postal code; Company name and size; Employee Industry; Payroll Software used at Workplace; Time and Attendance software used at work. In addition, some accounts include profile photos and social media username information.

What Are We Doing? Since discovering the cyberattack, APA has installed the latest security patches from our content management system to prevent any further exploitation of their website. APA technicians also reviewed all code changes made to the APA website since January; installed additional antivirus software on our servers; and increased the frequency of security patch implementation.

What Can You Do? APA wants to make you aware of additional steps you may take to guard against identity theft or fraud. APA encourages you to be vigilant by regularly reviewing your account statements and online activity. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained.

- **Use Tools From Credit Providers.** Carefully review your financial 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.
- **Reset Your Password.** Again, APA has also required all affected users to reset their password. If you have not done so, please reset your password information as soon as possible.

Free Credit Monitoring. APA is offering you 12 months of free credit monitoring and \$1,000,000 in identity theft insurance through Equifax. With Equifax ID Patrol, you will be provided with daily credit monitoring of your Equifax, Experian, and TransUnion credit files, daily access to your Equifax Credit Report, and an annual 3-in-1 Credit Report with your credit history as reported by the three major credit reporting agencies. **You must activate the Equifax ID Patrol by 11:59 p.m. ET on October 31, 2020, in order for it to be effective.** To activate, go to www.myservices.equifax.com/patrol and enter your activation code: <Enter Activation Code>. There is a 4-step enrollment process, which includes identity authentication. You will be asked a series of questions regarding your

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credit file that you must answer accurately to activate the product. For further product information and detailed enrollment instructions, please [click here](#).

For More Information. You may contact us with questions and concerns about the potential unauthorized access of your personal information. You may email customerservice@americanpayroll.org, for any questions you may have. This notification has not been delayed as a result of law enforcement investigations.

Additionally, you may contact the Federal Trade Commission and the three major credit reporting agencies at the addresses listed below to obtain information about fraud alerts and security freezes:

Federal Trade Commission:	Address: 600 Pennsylvania Avenue, NW Washington, DC 20580 Website: www.ftc.gov Toll Free: 1-877-382-4357
Equifax:	Address: Equifax Information Services LLC P.O. Box. 105069 Atlanta, GA 30348-5069 Website: www.equifax.com/personal Toll Free: 1-800-525-6285
Transunion:	Address: 555 West Adams Street Chicago, IL 60661 Website: www.transunion.com Toll Free: 1-833-395-6938
Experian:	Address: Consumer Assistance Center P.O. Box 4500 Allen, TX 75013 Website: www.experian.com Toll Free: 1-888-397-3742

We take our role in safeguarding your personal information very seriously. Please rest assured that we are actively taking steps to ensure this type of incident does not happen again. We apologize for any inconvenience this may have caused you. Should you have any questions regarding this notice or if you would like more information, please do not hesitate to contact us.

Sincerely,



Robert Wagner
Senior Director of Govt. and Public Relations, Certification, and IT