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January 2, 2021

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Via Email (ATTORNEYGENERAL@DOJ.NH.GOV)

Attorney General Gordon J. MacDonald
Office of the Attorney General
Attn: Security Incident Notification
33 Capitol Street
Concord, NH 03301

Re: Notification of a Computer Security Incident Involving Personal Information Pursuant to N.H. Rev. Stat. § 359-C:20

Dear Attorney General MacDonald:

We represent Anchor General Insurance Agency, Inc. (“Anchor General”) in connection with an incident that involved the personal information of one (1) New Hampshire resident, and provide this notice on behalf of Anchor General pursuant to N.H. Rev. Stat. § 359-C:20(I)(b). This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to its submission. While Anchor General is notifying you of this incident, Anchor General does not waive any rights or defenses relating to the incident or this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE SECURITY INCIDENT OR UNAUTHORIZED ACCESS

Anchor General learned that an unauthorized third party gained access to one (1) Anchor General employee’s email account which contained some individuals’ personal information. Upon discovering the incident, Anchor General promptly contained the incident by securing the impacted account to prevent further access. Anchor General also engaged a leading forensic security firm to investigate the incident and confirm the security of Anchor General’s email and computer systems. On October 14, 2020, Anchor General determined the impacted email account contained a New Hampshire resident’s personal information. Although the impacted information differs for each individual, the account contained individuals’ names and driver’s license numbers.

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While Anchor General is not aware of any fraud or identity theft to any individual as a result of the incident, Anchor General provided notice of the incident to the potentially impacted individual.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

Anchor General determined that the incident potentially impacted one (1) New Hampshire resident. Anchor General notified the potentially impacted individual of the incident on December 31, 2020. Enclosed is a copy of the notice that Anchor General sent to the impacted individual.

STEPS TAKEN RELATING TO THE INCIDENT

Upon becoming aware of the incident, Anchor General promptly investigated the incident to determine what, if any, personal information a third party might have accessed or acquired during the incident. Once it identified the impacted individuals, it worked to locate contact information for the impacted population, and notified individuals as quickly as possible after that. Anchor General provided complimentary identity theft protection services to the impacted individuals and provided the individuals with information on how they can protect themselves against fraudulent activity and identity theft.

CONTACT INFORMATION

Please contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,

Michael J. Waters

Enclosure

[REDACTED]

[REDACTED]

Dear [REDACTED],

NOTICE OF A DATA BREACH	
What Happened?	<p>Anchor General Insurance Agency, Inc. (“Anchor General”) values and respects the privacy of your information, which is why we are writing to advise you of a recent incident that may have involved some of your personal information.</p> <p>We learned that beginning on August 3, 2020, an unauthorized third party gained access to one (1) Anchor General employee’s email account that contained some of your personal information. We have no reason to believe that your personal information has been misused for the purpose of committing fraud or identity theft. Nonetheless, we are writing to advise you about the incident and to provide you with guidance on what you can do to protect yourself, should you feel it is appropriate to do so.</p>
What Information Was Involved?	<p>On October 14, 2020, following our forensic investigation, we determined that the impacted email account contained personal information. The information contained in the account varies based on the individual, but may have included your [REDACTED].</p>
What We Are Doing	<p>Upon learning of the incident, we promptly contained the incident by securing the account and taking steps to prevent further access to the email account. We also engaged a forensic security firm to investigate the incident and confirm the security of our email and computer systems. Finally, we have taken steps to further strengthen our email security.</p> <p>Although we are not aware of any instances of fraud or identity theft, we are offering a complimentary one-year membership of IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorksSM Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorksSM Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.</p>
What You Can Do?	<p>Again, we are not aware of any instances of fraud or identity theft, but we nonetheless recommend that you remain vigilant to protect against potential fraud by, among other things, reviewing your account statements and credit reports closely. If you detect any suspicious activity, you should promptly notify the financial institution or company with which the account is maintained.</p>

<p>What You Can Do?</p>	<p>You may also want to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps to you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.</p>			
<p>Other Important Information</p>	<p><u>Credit Reports:</u> You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting http://www.annualcreditreport.com, by 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 can print a copy of the request form at https://www.annualcreditreport.com/cra/requestformfinal.pdf.</p> <p>Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:</p> <table border="0" data-bbox="412 730 1393 905"> <tr> <td>Equifax 1-800-349-9960 www.equifax.com P.O. Box 105788 Atlanta, GA 30348</td> <td>Experian 1-888-397-3742 www.experian.com P.O. Box 9554 Allen, TX 75013</td> <td>TransUnion 1-888-909-8872 www.transunion.com P.O. Box 2000 Chester, PA 19022</td> </tr> </table> <p><u>Fraud Alerts:</u> 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 (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at http://www.annualcreditreport.com.</p> <p><u>Credit and Security Freezes:</u> You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting agencies using the contact information above.</p> <p>If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the California Attorney General’s Office at (916) 445-9555.</p> <p>This notice was not delayed due to a law enforcement investigation.</p> <p><u>New York State Residents:</u> New York residents can obtain information about preventing identity theft from the New York Attorney General’s Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; https://ag.ny.gov/consumer-frauds/identity-theft; (800) 771-7755.</p> <p><u>North Carolina Residents:</u> North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General’s Office at: North Carolina Attorney General’s Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov.</p>	Equifax 1-800-349-9960 www.equifax.com P.O. Box 105788 Atlanta, GA 30348	Experian 1-888-397-3742 www.experian.com P.O. Box 9554 Allen, TX 75013	TransUnion 1-888-909-8872 www.transunion.com P.O. Box 2000 Chester, PA 19022
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Other Important Information	<p>Rhode Island Residents: We believe that this incident affected [REDACTED] Rhode Island residents. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, www.riag.ri.gov. You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.</p> <p>Vermont Residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).</p>
For More Information	For further information and assistance, please call [REDACTED] from 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday.

We value the trust you place in us to protect the privacy and security of your information, and we apologize for any inconvenience or concern that this incident may cause you.

Sincerely,

Anchor General Insurance Agency, Inc.

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: [REDACTED] (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: [REDACTED]
3. PROVIDE the **Activation Code**: [REDACTED]

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 877-288-8057. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

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 ExtendCARETM:** 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.

Activate your membership today at <https://www.experianidworks.com/3bcredit>
or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.