

STATE OF NH  
DEPT OF JUSTICE  
2018 JUN 29 PM 1:54

**BakerHostetler**

**Baker & Hostetler LLP**

2929 Arch Street  
Care Centre, 12th Floor  
Philadelphia, PA 19104-2981  
T: 215.568.3100  
F: 215.568.3439  
www.bakerlaw.com

June 28, 2018

Eric A. Packel  
direct dial: 215.564.3031  
epackel@bakerlaw.com

**Via Overnight Mail**

Joseph Foster  
Office of the Attorney General  
33 Capitol St  
Concord, NH 03301

*Re: Incident Notification*

Dear Attorney General Foster:

I am writing on behalf of our client, Anderson & Vreeland, Inc. ("A&V"), to notify you of a security incident involving three New Hampshire residents.

On April 24, 2018, A&V completed its ongoing investigation into a phishing incident and determined an unauthorized party may have accessed personal information contained in the email accounts belonging to some A&V employees. Upon learning of the incident, A&V began an internal investigation and engaged a leading cyber security firm to assist in those efforts. The investigation determined that an unknown individual had access to certain A&V employee email accounts from January 9, 2018 through February 28, 2018. The emails and attachments included within those accounts contained the names and Social Security numbers of two New Hampshire residents, and the name and driver's license number of another.

On June 28, 2018, A&V will begin mailing written notifications to potentially affected individuals, including three New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20, in substantially the same form as the enclosed letter.<sup>1</sup> A&V is offering eligible potentially affected individuals a complimentary one-year membership to Experian's® IdentityWorks<sup>SM</sup> credit monitoring and identity theft protection services. A&V has also provided a telephone number for potentially affected individuals to call with any questions they may have.

---

<sup>1</sup> This report is not, and does not constitute, a waiver of A&V's objection that New Hampshire lacks personal jurisdiction regarding the company related to this matter.

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver  
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

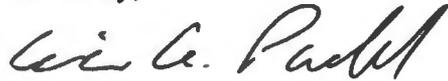
June 28, 2018

Page 2

To help prevent something like this from happening again, A&V is providing additional training to employees regarding phishing emails.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric A. Packel". The signature is written in a cursive style with a large, sweeping initial "E".

Eric A. Packel  
Partner

Enclosure



<<date>>

<<name>>

<<address>>

<<city>>, <<state>> <<ZIP>>

Dear <<name>>:

Anderson & Vreeland, Inc. (“A&V”) understands the importance of protecting your personal information. Regrettably, this is to inform you of an incident that may have involved some of that information. This notice describes the incident, measures we have taken, and some steps you can take in response.

On April 24, 2018, we completed our ongoing forensic investigation into a phishing incident and determined an unauthorized party may have accessed your personal information contained in the email accounts belonging to some A&V employees. Upon first learning of the phishing incident, A&V conducted an internal investigation and engaged a leading cyber security firm to assist in those efforts. The investigation determined that an unknown individual had access to certain A&V employee email accounts from January 9, 2018 through February 28, 2018. The emails and attachments within those accounts contained some of your information including your name and Social Security number.

To date, we have no information that any data contained in the emails has been misused. As a precaution, we have secured the services of Experian to offer you a complimentary one-year membership of Experian’s® IdentityWorks<sup>SM</sup>. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. IdentityWorks<sup>SM</sup> is completely free and enrolling in this program will not hurt your credit score. For more information on IdentityWorks<sup>SM</sup>, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect yourself, please see the pages that follow this letter. Identity restoration assistance is immediately available to you.

We regret that this incident occurred. We regret that this incident occurred and apologize for any concern this may cause you. To help prevent something like this from happening again, we are providing additional training to employees regarding phishing emails. Should you have further questions regarding this incident, please call me at 973-487-3514.

Sincerely,

Sharon Lewitt  
Controller

## Activate IdentityWorks Credit 3B Now in Three Easy Steps

- Ensure that you **enroll by: 9/30/18** (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 9/30/18. Be prepared to provide engagement number **DB07390** as proof of eligibility for the identity restoration services by Experian.

### ADDITIONAL DETAILS REGARDING YOUR 12-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 one year 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](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

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

\*\*Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

### **Additional Steps You Can Take**

Even if you choose not to take advantage of this company-paid identity monitoring service, we recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

*Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

*Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

*TransUnion*, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

*Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue, NW  
Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)