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STATE OF NH  
DEPT OF JUST  
2021 JAN 25 PM 1:28

Attorney General Gordon MacDonald  
New Hampshire Department of Justice  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

January 20, 2020

Dear Attorney General MacDonald,

On behalf of our client, Apple Inc. ("Apple"), we write to provide you with this notification of an incident that may have affected the personal information of one (1) New Hampshire resident. Apple recently learned that a sales associate employed by one of its service providers may have obtained the customer's payment card information without authorization and used it to make unauthorized purchases.

Apple's Risk and Compliance Team became aware on December 21, 2020 that a sales associate employed by an Apple service provider may have misappropriated customer payment card information while assisting with tele-sales and subsequently used that information for unauthorized purchases. Apple immediately commenced an investigation together with its service provider to verify whether this sales associate had, in fact, engaged in misconduct and, if so, determine whether other customers were impacted. As a result of that investigation, Apple has determined that a resident of New Hampshire was potentially impacted by the sales associate's actions in connection with a purchase made by phone on November 30, 2020. The data elements collected and potentially misused by the sales associate included the customer's payment card account number, payment card expiration date, and payment card verification number (i.e., CVV2), in combination with the customer's name.

Apple is offering the individual affected by this incident one year of complementary credit monitoring and identity theft protection services. A copy of the letter Apple is sending to the impacted customer is attached for your reference.

Should you have further questions about this matter, please do not hesitate to contact me at [jason@zwillgen.com](mailto:jason@zwillgen.com).

Sincerely,

A handwritten signature in blue ink, appearing to read 'J. Wool'.

Jason R. Wool



January 20, 2020

[REDACTED]  
[REDACTED]  
[REDACTED]

## NOTICE OF DATA BREACH

Dear Customer,

We are writing to notify you of an incident that may have affected the confidentiality of your personal information. Please read this letter carefully for more information and to learn how you can take steps to protect your personal information, including by enrolling in a complimentary year of Kroll Consumer Identity Monitoring and Consultation & Restoration Services.

### What Happened?

After you placed an online order with an Apple sales associate on October 26, 2020, the sales associate with whom you worked may have misused your payment card to make personal purchases.

### What Information Was Involved?

The data elements potentially obtained by the service provider employee included your payment card account number, payment card expiration date, and payment card verification number (i.e., the number printed on the back of your payment card used in online and phone transactions to verify that you possess the card), and may have included your name, billing/shipping address, telephone number, and/or email address.

### What We Are Doing.

The sales associate works for an Apple service provider and her access to Apple customer data has been removed while an investigation is carried out. The Apple Risk and Compliance and Fraud Prevention Teams will also continue to monitor for suspicious incidents to prevent any misuse of Apple customer data by third parties on our platforms. Finally, out of an abundance of caution we are providing you with one year of complimentary access to Kroll's Consumer Identity Monitoring and Consultation & Restoration Services. This product includes Kroll's Web Watcher, Public Persona, Quick Cash Scan, Online Triple Bureau Credit Monitoring, Fraud Consultation, Identity Theft Restoration, and \$1M Identity Fraud Loss Reimbursement services. Additional Information on Kroll's services and instructions on how to enroll are provided below.

### What You Can Do.

Because it is possible the sales associate may have used your payment card for other unauthorized purchases, in addition to enrolling in the Kroll credit monitoring service, we encourage you to be diligent in watching for unauthorized charges. If you discover any suspicious or unusual activity on your accounts, be sure to report it immediately to your financial institutions, as major

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credit card companies have rules that restrict them from requiring you to pay for fraudulent charges that are timely reported. There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please see the attachment to this letter.

For More Information.

If you have any questions regarding this incident or if you desire further information or assistance, please contact AppleCare at 408-862-0665. We regret any inconvenience caused by this incident. Please be assured that Apple takes the privacy and security of its customers' data very seriously and is taking steps to better ensure that incidents such as this one do not recur.

Sincerely,

Apple Inc.



## SUPPLEMENTAL INFORMATION

It is always advisable to be 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**  
P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-685-1111

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

**TransUnion**  
P.O. 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)

**State Attorneys General**  
Information on how to contact your  
state attorney general may be found at  
[www.naag.org/naag/attorneys-general/whos-my-ag.php](http://www.naag.org/naag/attorneys-general/whos-my-ag.php).

**If you are a resident of California, Connecticut, Iowa, Maryland, Massachusetts, North Carolina, Oregon, or Rhode Island**, you may contact and obtain information from and/or report identity theft to your state attorney general at:

*California Attorney General's Office*, California Department of Justice, Attn: Office of Privacy Protection, P.O. Box 944255, Sacramento, CA 94244-2550, (800) 952-5225

*Connecticut Attorney General's Office*, 55 Elm Street, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag)

*Office of the Attorney General of Iowa*, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319, (515) 281-5164, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)



*Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023 or 1-410-576-6300

*Office of the Massachusetts Attorney General*, One Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/ago/contact-us.html](http://www.mass.gov/ago/contact-us.html)

*North Carolina Attorney General's Office*, 9001 Mail Service Center, Raleigh, NC 27699, [www.nc-doj.gov](http://www.nc-doj.gov), 1-919-716-6400 or 1-877-566-7226

*Oregon Department of Justice*, 1162 Court Street NE, Salem, OR 97301-4096, (503) 378-4400, <http://www.doj.state.or.us/>

*Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, [www.riag.ri.gov](http://www.riag.ri.gov)

**If you are a resident of Massachusetts or Rhode Island**, note that pursuant to Massachusetts or Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze.

**If you are a resident of West Virginia**, you have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described below. You also have a right to place a security freeze on your credit report, as described below.

You have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described below. You also have a right to place a security freeze on your credit report, as described below.

**Fraud Alerts:** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Credit Freezes:** You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, so that no new credit can be opened in your name without the use of a PIN that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security 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 security freeze may delay your ability to obtain credit.

There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013

[www.experian.com](http://www.experian.com)

**TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19016

[www.transunion.com](http://www.transunion.com)

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348

[www.equifax.com](http://www.equifax.com)

To request a security freeze, you will need to provide the following information:

1. **Your full name (including middle initial as well as Jr., Sr., II, III, etc.)**
2. **Social Security number**
3. **Date of birth**
4. **If you have moved in the past five years, provide the addresses where you have lived over the prior five years**
5. **Proof of current address such as a current utility bill or telephone bill**
6. **A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)**
7. **If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.**

The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique personal identification number ("PIN") or password or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the three credit bureaus and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to remove the security freeze.

Fair Credit Reporting Act: You also have rights under the federal Fair Credit Reporting Act, which promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. The FTC has published a list of the primary rights created by the FCRA (<https://www.ftc.gov/ftcr>)



[www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf)), and that article refers individuals seeking more information to visit [www.ftc.gov/credit](http://www.ftc.gov/credit). The FTC's list of FCRA rights includes:

- You have the right to receive a copy of your credit report. The copy of your report must contain all the information in your file at the time of your request.
- Each of the nationwide credit reporting companies – Equifax, Experian, and TransUnion – is required to provide you with a free copy of your credit report, at your request, once every 12 months.
- You are also entitled to a free report if a company takes adverse action against you, like denying your application for credit, insurance, or employment, and you ask for your report within 60 days of receiving notice of the action. The notice will give you the name, address, and phone number of the credit reporting company. You are also entitled to one free report a year if you're unemployed and plan to look for a job within 60 days; if you are on welfare; or if your report is inaccurate because of fraud, including identity theft.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited. You must give your consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you receive based on information in your credit report.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.

*In Addition, New Mexico Consumers Have the Right to Submit a Declaration of Removal.* You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft.