



February 22, 2017

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

STATE OF NH  
DEPT OF JUSTICE  
2017 FEB 23 AM 10:18

Dear Attorney General Foster:

On behalf of our client, Arabella Advisors, LLC (“Arabella”), we write to inform you of an incident that may have affected the personal information of one (1) New Hampshire resident. On February 9, 2017, Arabella discovered that an unauthorized person had gained access to Arabella servers containing the names and social security numbers of certain individuals. The server may have also contained a limited amount of other personal information stored for historical purposes, including bank and financial account numbers, credit card numbers, and drivers’ license numbers. Arabella immediately notified law enforcement and contracted with forensic experts to investigate and remediate the matter.

While we cannot yet confirm whether the intruder gained access to or acquired the personal information of specific individuals, in an abundance of caution we are sending all potentially affected individuals notice regarding this incident via email on February 22, 2017. We are also offering all potentially affected individuals one year of complimentary credit monitoring through Experian’s ProtectMyID program. A sample notice sent to these individuals is attached.

We take the security of the personal information we maintain very seriously. Should you have further questions about this matter, please do not hesitate to contact me at 202-706-5217 or jon@zwillgen.com.

Sincerely,

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

Jon Frankel



**Arabella**  
Advisors  
Greater good

1201 Connecticut Ave, NW, Suite 300  
Washington, DC 20036

February 22, 2017

[Insert Recipient's Name]  
[Insert Address]  
[Insert City, State, Zip]

**RE: Notice of Data Breach**

STATE OF HI  
DEPT OF JUSTICE  
2017 FEB 23 AM 10:18

Dear [Insert customer name]:

We are contacting you regarding a data security incident that may affect your personal information.

### **What Happened**

On February 9, 2017, Arabella Advisors, LLC discovered that an unauthorized person had gained access to Arabella servers containing certain personal information. We immediately notified law enforcement and contracted with forensic experts to investigate and remediate the matter. While we cannot yet confirm that your personal information was accessed or acquired by this unauthorized person, we are notifying you out of an abundance of caution.

### **What Information Was Involved**

As a result of this incident, your name, address, date of birth, and social security number may have been potentially exposed to others. While unlikely, if we have the following information on file for historic purposes, it is possible that your bank or other financial account numbers, credit card numbers, and your driver's license number could have been potentially exposed.

### **What You Can Do**

To help protect your identity, we are offering you one year of complimentary credit monitoring through Experian's ProtectMyID program. Please see the attached information sheet for details on how to enroll in this service. We encourage you to enroll in this program as soon as possible.

It is also always a good idea to remain vigilant and monitor your accounts and free credit reports for any unfamiliar activity. We recommend that you carefully review all bills and account statements you may receive over the next several months, and report any suspicious activity to the business associated with the account at issue. We have also attached contact information for the national Consumer Reporting Agencies, along with instructions on how to place a fraud alert or security freeze on your credit report, which we suggest you do as well.

If you think that your personal information is being improperly used in any manner, you have the right to contact your local law enforcement to file a police report. You may also report suspected identity theft to the Federal Trade Commission via its website, [www.identitytheft.gov](http://www.identitytheft.gov), by calling 1-877-ID THEFT (877-438-4338), or by mailing the Bureau of Consumer Protection, Federal Trade Commission, 600 Pennsylvania Ave., NW, Washington, DC 20580.

### **What We Are Doing**

Immediately after becoming aware of this incident, we disabled all external access to the affected servers, notified law enforcement and contracted with forensic experts to investigate and remediate the matter. We are also reviewing our internal security procedures to help protect against similar events in the future.

### **For More Information**

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact Graham Murphy at 703-585-0935 or [graham@arabellaadvisors.com](mailto:graham@arabellaadvisors.com).

Sincerely,

Sampriti Ganguli, CEO

### Contact Information – National Credit Reporting Agencies

Note: if you decide to place a 90-day fraud alert on your account, you only need to contact one of the three credit reporting agencies listed below. Once you have requested an alert with one agency, your request will be automatically sent to the other two agencies. In most cases, the alert will be placed on your credit file with all three agencies within 48 hours.

You may also place a security freeze on your credit report. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

The cost for placing a security freeze varies by state, so please call or visit the credit reporting agencies' websites to find that information for your state. To place a security freeze on your credit report, you must send a written request with the following information to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses listed below.

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Social Security number;
- Date of birth;
- If you have moved in the past five (5) years, the addresses where you lived over the prior five years;
- Proof of current address such as a current utility bill or telephone bill;
- A legible photocopy of a government-issued ID card (state driver's license or ID card, military ID, etc.);
- 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.

| Equifax   | Experian  | Trans Union   |
|---|---|---|
| <p>P.O. Box 740241<br/>Atlanta, GA 30374-0241<br/><a href="http://www.equifax.com">www.equifax.com</a><br/>For general info or to request a credit report, call 1-800-685-1111.</p> <p>To place a <b>fraud alert</b>, call 1-800-525-6285 or go to the Equifax Fraud Alert website</p> <p>To place a <b>security freeze</b>, send a written request by regular, certified, or overnight mail to:</p> <p>Equifax Security Freeze<br/>P.O. Box 105788<br/>Atlanta, GA 30348</p> | <p>P.O. Box 2002<br/>Allen, TX 75013<br/><a href="http://www.experian.com">www.experian.com</a><br/>For general info, to request a credit report, or to place a fraud alert, call 1-888-397-3742.</p> <p>You can also place a <b>fraud alert</b> through the Experian Fraud Center website.</p> <p>To place a <b>security freeze</b>, send a written request by regular, certified, or overnight mail to:</p> <p>Experian Security Freeze<br/>P.O. Box 9554<br/>Allen, TX 75013</p> | <p>P.O. Box 1000<br/>Chester, PA 19022<br/><a href="http://www.transunion.com">www.transunion.com</a><br/>For general info or to request a credit report, call 1-800-888-4213.</p> <p>To place a <b>fraud alert</b>, call 1-800-680-7289, or visit the Trans Union Fraud Alert website</p> <p>To place a <b>security freeze</b>, send a written request by regular, certified, or overnight mail to:</p> <p>Trans Union Security Freeze<br/>Fraud Victim Assistance Dept.<br/>P.O. Box 6790<br/>Fullerton, CA 92834</p> |

**Maryland Residents:** If you are a Maryland resident, you can obtain more information about identity theft from the Office of the Attorney General of Maryland, 200 St. Paul Place, Baltimore MD 21202. The phone number is (888) 743-0023, or you can go to the website at [www.oag.state.md.us](http://www.oag.state.md.us).

**North Carolina Residents:** If you are a North Carolina resident, you can obtain more information about identity theft from the Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001. The phone number is (877) 566-7226, or you can go to the website at [www.ncdoj.gov](http://www.ncdoj.gov).

**Oregon Residents:** State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

**Massachusetts Residents:** You have a right to obtain a police report relating 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.

## **Experian ProtectMyID Enrollment Instructions**

If you believe there was or could have been fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that fraud resolution support is needed then an Experian Fraud Resolution agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (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 offer 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.experian.com/fraudresolution](http://www.experian.com/fraudresolution). You will also find self-help tips and information about identity protection at this site.

While Fraud Resolution assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through ProtectMyID® Elite as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

Ensure that you **enroll by**: February 26, 2018 (Your code will not work after this date.)

**Visit** the ProtectMyID website to enroll: [www.protectmyid.com/enroll](http://www.protectmyid.com/enroll)

Provide your **activation code**: [code]

If you have questions about the incident, need assistance with fraud resolution that arose as a result of this incident or would like an alternative to enrolling in ProtectMyID online, please contact Experian's customer care team at 877-441-6943 by February 26, 2018. Be prepared to provide engagement number [engagement number] as proof of eligibility for the fraud resolution services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:**

A credit card is **not** required for enrollment in ProtectMyID.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in ProtectMyID:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Scan:** Alerts you if your information is found on sites containing compromised data.
- **Address Change Alerts:** Alerts you of changes to your mailing address
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.

- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** Get help replacing credit, debit, and medical insurance cards.

**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.experian.com/fraudresolution](http://www.experian.com/fraudresolution) for this information.

\* 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.