



March 30, 2020

Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

RECEIVED

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CONSUMER PROTECTION

**Sent via U.S. Mail**

**Re: Security Incident Notification**

Dear Attorney General MacDonald,

Pursuant to New Hampshire Stat. § 359-C:20, we are writing to notify you of a recent security incident involving information belonging to customers of Assurance Wireless, one of Sprint's prepaid brands. The following information provides more detail regarding the incident.

**General Description of the Incident:**

On August 13, 2019, Sprint's third party vendor, The Results Company (TRC), discovered an attempted fraudulent wire transfer by a malicious actor. TRC engaged a digital forensics firm to assist with its investigation, which revealed that a malicious actor obtained access to a TRC employee email account without authorization. On February 25, 2020, Sprint and TRC determined that although the unauthorized access appears to have been made only with the intent to defraud TRC and not any Sprint customers, it is possible that in the course of this attempt, some Sprint customer information may have been accessed without authorization. Immediately following this incident, Sprint and TRC worked to ensure that TRC's systems were re-secured.

There were 121 customers impacted by this incident, including one New Hampshire resident. Attached please find the notice that will be sent to those impacted customers.

**Sprint Contact Information:**

Sprint Contact Person: Sheila Dedeaux  
Title: Associate Head, Office of Privacy  
Telephone number: (703) 433-8411  
Email: Sheila.Dedeaux@sprint.com

Dated: 3/30/2020  
Submitted by: Sheila Dedeaux  
Title: Associate Head, Office of Privacy  
Address: 900 7th Street NW, Washington DC 20001  
Email: Sheila.Dedeaux@sprint.com  
Telephone: (703) 433-8411 Fax: (703) 443-8355

Please contact me at the Sprint Legal Department, Office of Privacy, should you have any further questions regarding this notification.

Sincerely yours,

Sheila Dedeaux

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April 2020

RE: Notice of Data Security Incident

FULLNAME:

Sprint Corporation (“Assurance Wireless”) with its vendor, The Results Companies (“TRC”), recently discovered a data security incident that may have involved your personal information. Sprint takes the privacy and security of personal information very seriously. We therefore wanted to notify you of this matter, offer you complimentary identity protection services for 12 months, and provide you with steps you can take to protect your personal information.

**What Happened:** On August 13, 2019, TRC discovered an attempted fraudulent wire transfer by a malicious actor. TRC engaged a digital forensics firm to assist with its investigation, which revealed that a malicious actor obtained access to a TRC employee email account without authorization. After thorough investigation, on February 25, 2020, Sprint, working with TRC, determined that although this unauthorized access appears to have been made only with the intent to defraud TRC and not any Sprint customers, it is possible that in the course of this attempt, some of your personal information may have been accessed without authorization.

**What Information Was Involved:** FULLNAME, VAR\_1 VAR\_2 VAR\_3 VAR\_4 VAR\_5 VAR\_6 VAR\_7 VAR\_8 VAR\_9 VAR\_10

**What We Are Doing:** Sprint and TRC have fully cooperated to investigate this incident. TRC has secured all of its systems to further enhance the security of its email platform so as to prevent a similar occurrence in the future. TRC is also offering you identify protection services for 12 months at no charge.

**What You Can Do:** If you have not done so already, we recommend that you reset your Personal Identification Number (PIN) and Security questions on your account. There are additional resource links on how to protect your personal information included with this letter. You can also enroll in the identity protection services that TRC is offering for 12 months at no charge through ID Experts.

**Please note the deadline to enroll is March 31, 2021 and enrollment ~~does require action on your part at this time if you choose to participate.~~**

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-833-554-0511 or going to <https://ide.myidcare.com/trc> and use this **Enrollment Code** CODE.

MyIDCare experts are available Monday through Friday from 9 am - 9 pm Eastern Time. You will find detailed instructions for enrollment included further within this letter. **Deadline to enroll is March 31, 2021.** Also, you will need to reference your **Enrollment Code** CODE when calling or enrolling online, so please do not discard this letter.

At this time, we have no reason to believe that your information has been or is likely to be misused. However, for your general protection, it is important that you regularly review your Sprint.com account to ensure that no unauthorized activity occurs on your account. We also urge you to take the preventative measures that are recommended by the Federal Trade Commission (FTC) to help protect you from fraud and identity theft. You may access information on the FTC's website at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or contact the FTC directly by phone at 1-877-438-4338 or by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**For More Information:** If you have any questions about this letter, please call 1-877-291-5717, 8:00 a.m. to 5:00 p.m. Eastern Time. You may also consult the resources included on the following page, which provides information about how to protect your personal information.

Sincerely,

Sprint Customer Care



## **Further instructions on how to enroll in free credit monitoring through ID Experts:**



- 1. Website and Enrollment.** Go to <https://ide.myidcare.com/customending> and follow the instructions for enrollment using your Enrollment Code provided in your letter.
- 2. Activate the credit monitoring** provided as part of your MyIDCare membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.
- 3. Telephone.** Contact MyIDCare at 1-833-554-0511 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

### **Additional resources and links:**

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 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 this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

<b>TransUnion</b> P.O. Box 1000 Chester, PA 19016 1-800-916-8800 <a href="http://www.transunion.com">www.transunion.com</a>	<b>Experian</b> P.O. Box 9532 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>Equifax</b> P.O. Box 740241 Atlanta, GA 30374 1-800-525-6285 <a href="http://www.equifax.com">www.equifax.com</a>	<b>Free Annual Report</b> P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 <a href="http://annualcreditreport.com">annualcreditreport.com</a>
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**Fraud Alert:** 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 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state attorney general about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the attorney general in



your state. Residents of California, Kentucky, Maryland, New Mexico, North Carolina, Oregon and Rhode Island can obtain more information from the contact information below.

**California Residents:** Visit the California Office of Privacy Protection (<http://www.ca.gov/Privacy>) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the 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 credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include the right to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf)

**Personal Information of a Minor:** You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card, and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>.