



Automatic Data Processing
One ADP Boulevard
Roseland, NJ 07068
(T) 973-974-5000

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

Dear Sir or Madam:

I am writing to let you know about a security incident that exposed the personal information of 680 New Hampshire residents.

ADP prepares annual payroll tax statements for employees of our clients, as required for the individuals to file with their annual income tax forms. In some cases, client employees can access their statement via an online service, allowing them to download and save a PDF version of the statement. As required for tax filing purposes, each PDF presents the payroll tax information (including the employee's name and Social Security number as well as income and tax information) on the face of the document.

On April 29, we discovered that a small number of the PDF files created for one client contained embedded information pertaining to another employee of the same client. This information included the other employee's name, Social Security number and gross annual wages. This information is not visible when the file is opened using Adobe Acrobat, nor is it visible if the PDF file is printed. As a result, individuals who received the affected tax documents do not know that they have the embedded information. Each of the affected PDFs contained the information of one other employee of the same client.

Our investigation revealed that there was a coding error within our application that caused a very small percentage of payroll tax forms to contain incorrectly embedded information. This coding error affected 206 ADP clients. As soon as this discovery was made, we took immediate action to correct the problem. Updated code correcting the error was released on May 4.

ADP is in the process of notifying the clients that were impacted by this incident. Although we believe the risk of harm to be low, we have also prepared notification letters which may be sent to all of the individuals whose data was included in another employee's document. These letters provide these individuals with standard credit monitoring and identity theft insurance.

Please find attached a copy of the notification letter for the affected individuals. We expect this mailing to occur shortly. We would be happy to answer any questions that you may have. Please contact me at (973) 974-7905 with any questions.

Very truly yours,

Alyson Weckstein Tiegel
Senior Counsel
ADP, Inc.

AWT/djd
Attachment



Date

Employee Name
Employee Address
Employee City, State, Zip Code

Dear Employee (personalized):

ADP provides payroll-related services to your employer <name>. As part of providing these services, ADP produces payroll and income tax forms and other documents that include your personal information. Unfortunately, we discovered on April 29 that your name and Social Security number were contained in a tax filing record in an embedded format not visible using the Adobe program or other similar PDF reader that was accidentally disclosed to another employee of the company who was not authorized to receive it. We truly regret that this happened.

What are the risks that my information will be misused?

Because your information was not readily visible in the document, we have no reason to believe that your information has been viewed by any unauthorized person or will be used for any unintended purposes. Nonetheless, because unauthorized access to your information is possible, we are offering you credit monitoring.

What is ADP doing to protect me?

To help protect your identity, ADP is offering you a **complimentary** one-year membership of Experian's ProtectMyID™ Alert. 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. Enrollment instructions are provided on the attached sheet. Please enroll as soon as possible.

Once your enrollment in ProtectMyID is complete, you should carefully review your Experian credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 877-371-7902.

Should I do anything else?

You will have access to your Experian consumer credit report as part of the ProtectMyID product. We recommend that you check your other consumer reports annually.

You may obtain a free copy of your credit report once every 12 months from each of the nationwide consumer reporting agencies by visiting <http://www.annualcreditreport.com> or by contacting the consumer reporting agencies at:

Equifax
(800) 685-1111
P.O. Box 740241

Experian
(888) 397-3742
P.O. Box 9532

TransUnion
(800) 916-8800
P.O. Box 6790

Atlanta, GA 30374-0241
www.equifax.com

Allen, TX 75013
www.experian.com

Fullerton, CA 92834-6790
www.transunion.com

You may wish to place a fraud alert on your credit report. The fraud alert is a consumer statement that alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. Visit Experian's Credit Fraud Center https://www.experian.com/fraud/center_rd.html to add an initial security alert and immediately view your report for any potential fraudulent activity. You may also call 1-888-EXPERIAN (1-888-397-3742) to add a security alert.

You can obtain further information about fraud alerts and security freezes from these sources as well as from the Federal Trade Commission (FTC), whose contact information is listed below.

We also recommend that you carefully review all your account statements during the next 24 months to make certain there have been no unauthorized transactions made or new accounts opened in your name. Contact your financial institutions immediately if there is unauthorized activity on your accounts or if an unauthorized account has been opened in your name.

Where can I go for more information?

If you want to learn more about identity theft, visit the following helpful websites:

- The Federal Trade Commission runs the U.S. government's identity theft information website, <http://www.ftc.gov/bcp/edu/microsites/idtheft/> you can also contact the Federal Trade Commission via phone at 1-877-ID-THEFT (877-438-4338) or via mail to:

Federal Trade Commission - Consumer Response Center
600 Pennsylvania Avenue, NW, Washington, DC 20580

- The Identity Theft Resource Center is a non-profit organization that you can contact online at <http://www.idtheftcenter.org/> or via email to itrc@idtheftcenter.org.

Is there anything else I should know?

Please know that ADP takes the security of your personal data very seriously and is committed to minimizing the risks associated with the exposure of your personal information. The security of your information is of paramount importance to us and we maintain numerous safeguards to protect your information. Again, we sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact us at [insert phone number].

Sincerely,

<Should be signed by appropriate executive at the region or facility>

ADDITIONAL INFORMATION FOR RESIDENTS OF MARYLAND:

Maryland residents may contact the Maryland Attorney General's Office for more information about identity theft:

Office of the Maryland Attorney - General Consumer Protection Division
200 St. Paul Place, Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

ADDITIONAL INFORMATION FOR RESIDENTS OF NORTH CAROLINA:

North Carolina residents may contact the North Carolina Attorney General's Office for more information about identity theft:

North Carolina Office of the Attorney General - Consumer Protection Division
9001 Mail Service Center, Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

ADDITIONAL INFORMATION FOR RESIDENTS OF WEST VIRGINIA:

You have the right to place a security freeze on your consumer reports. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, using a security freeze may delay your ability to obtain credit. You may request that a freeze be placed on your consumer report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

TransUnion (FVAD)
P.O. Box 6790
Fullerton, CA 92834-6790

The following information should be included when requesting a security freeze: full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past two years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request also should include a copy of a government issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

THE CONSUMER REPORTING AGENCY MAY CHARGE A REASONABLE FEE OF UP TO \$5.00 TO PLACE A FREEZE OR LIFT OR REMOVE A FREEZE, UNLESS YOU ARE A VICTIM OF IDENTITY THEFT OR THE SPOUSE OF A VICTIM OF IDENTITY THEFT, AND HAVE SUBMITTED A VALID POLICE REPORT RELATING TO THE IDENTITY THEFT TO THE CONSUMER REPORTING COMPANY.

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: [date][should be 90 days after issuance]
2. VISIT the ProtectMyID Web Site: www.protectmyid.com/redeem or call 877-371-7902 to enroll
3. PROVIDE Your Activation Code: [code]

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

Your complimentary 12 month ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax and TransUnion credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance¹:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at www.protectmyid.com/redeem or call 877-371-7902 to register with the activation code above.

¹Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. 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.