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APR 18 2022

CONSUMER PROTECTION

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April 15, 2022

VIA FEDERAL EXPRESS

The Honorable John Formella
Office of the Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

To Whom it Concerns:

Pursuant to N.H. Rev. Stat. Ann. § 359-C:20, we are writing to inform you of a data security incident that recently impacted AUTOPAY Direct, Inc.

On February 5, 2022, a threat actor group notified AUTOPAY Direct, Inc. that it had infiltrated the company's internal network and extracted certain data, including personally identifiable information of some customers. The group threatened to release the data online unless their ransom demand was met; however, in accordance with the standard recommendation of the FBI and financial regulators, AUTOPAY did not pay the ransom. The company promptly retained an outside forensic firm to conduct a thorough investigation, determine the systems impacted, and contain and remediate the incident, including terminating all unauthorized access to our systems. The forensic firm determined that the data was exfiltrated over a two-day period, starting on February 2, 2022 and ending on February 3, 2022. Over the next several weeks, AUTOPAY undertook a comprehensive data analysis effort to identify any sensitive data that may have been impacted.

In response to this incident, AUTOPAY has taken, and is continuing to take, actions to mitigate this incident and to protect against similar attacks in the future. In addition to notifying the affected individuals, the company has also notified law enforcement, successfully terminated all unauthorized access, undertaken a full forensic investigation of the incident, implemented multifactor authentication for all users across the organization, and configured additional security measures on its information technology platforms (including enhanced password management, access control restrictions and updated logging capabilities). TransUnion, Equifax and Experian have also been notified of the incident.

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AUTOPAY has already notified some individuals of the incident, and will be sending the remainder of the notifications during the week of April 18, 2022. Sixty-two New Hampshire residents were impacted by the incident.

If you have any questions regarding this incident, please do not hesitate to contact me.

Sincerely,



Ashley B. Matthews

Partner

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