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October 7, 2019

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Via Email (ATTORNEYGENERAL@DOJ.NH.GOV)

Attorney General Gordon J. MacDonald
Office of the Attorney General
Attn: Security Incident Notification
33 Capitol Street
Concord, NH 03301

Re: Notification of a Computer Security Incident Involving Personal Information Pursuant to N.H. Rev. Stat. § 359-C:20

Dear Attorney General MacDonald:

We represent BLA Partners, LLC dba Aspenti Health (Aspenti) in connection with an incident that involved the personal information of nine (9) New Hampshire residents, and provide this notice on behalf of Aspenti pursuant to N.H. Rev. Stat. § 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to its submission. While Aspenti is notifying you of this incident, Aspenti does not waive any rights or defenses relating to the incident or this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE SECURITY INCIDENT OR UNAUTHORIZED ACCESS

Aspenti recently became aware of an employee email account compromise. Upon discovery of the incident, Aspenti immediately shut down the affected email boxes. Aspenti also hired a leading forensic security firm to investigate and confirm the overall security of its email and computer systems. On August 21, 2019, Aspenti learned that some personal information could have been viewed as part of the compromise, including the name and Social Security number of some New Hampshire residents. Aspenti has since been working to locate addresses of impacted individuals and coordinate notification.

At this point, Aspenti is not aware of any fraud or identity theft to any individual as a result of this incident, and cannot confirm if any personal information was actually obtained by an unauthorized party. Nevertheless, because there was an email account compromise and Aspenti

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Attorney General Gordon J. MacDonald
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October 7, 2019
Page 2

cannot isolate exactly what, if any, information may have been obtained, it is notifying individuals whose personal information could have been accessed.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

It was determined that nine New Hampshire residents may have been impacted by this incident. Aspenti is notifying the impacted individuals of the situation by letter today. Enclosed is a copy of the notice that is being sent to the impacted individuals.

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, Aspenti promptly terminated the account credentials and retained a leading forensic security firm to investigate and confirm the security of its email and computer systems. Aspenti is also providing complimentary identity theft protection services to the impacted individuals through Experian.

CONTACT INFORMATION

Please contact me if you have any questions or if I can provide you with any further information concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael J. Waters".

Michael J. Waters

Enclosure