

BakerHostetler

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CONSUMER PROTECTION

November 17, 2017

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VIA OVERNIGHT MAIL

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

Re: Incident Notification

Dear Attorney General Foster:

On October 24, 2017, our client, Brinderson, L.P. (“Brinderson”), discovered that an unauthorized individual may have gained access to one of their computer systems. When Brinderson learned of this, they blocked the intruder’s access to their system, shut down the affected system, and immediately began an investigation to determine the scope of the incident. Brinderson also engaged a forensic security firm to assist in their investigation.

Brinderson submits this notice after learning that the computer system contained personal information for one (1) New Hampshire resident, including their name, address, date of birth, and Social Security number.

Brinderson began notifying individuals by U.S. Mail on November 17, 2017 in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the document enclosed herewith.¹ Brinderson is also offering affected individuals one year of identity theft protection services through Experian and has provided a dedicated phone number to answer any questions that individuals may have regarding the incident.

¹ This report is not, and does not constitute, a waiver of personal jurisdiction.

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To help prevent something like this from happening again, Brinderson is taking steps to enhance their existing security protocols and is re-educating their employees regarding the protection of sensitive information.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

M. Scott Koller

M. Scott Koller
Counsel

Enclosure



an AEGION company

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

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<<Name 1>>
<<Name 2>>
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<<City>><<State>><<Zip>>
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<<Date>>

Dear <<Name1>>:

Securing and protecting our employee's confidential information is a top priority for Brinderson, L.P. and it is a responsibility that we take very seriously. Regrettably, I am writing to inform you of an incident involving some of that information.

What Happened

On October 24, 2017, we discovered that an unauthorized individual may have gained access to one of our computer systems. Upon learning of this, we blocked the intruder's access to our systems, shut down the affected systems, and immediately began an investigation to determine the scope of the incident. We also engaged a forensic security firm to assist in our investigation.

What Information Was Involved

Our investigation has determined that some of your information was stored on systems potentially accessed by the unauthorized individual. That information includes your name, address, Social Security number, date of birth, and other employment related information.

What We Are Doing

We wanted to let you know this occurred and to assure you we take it very seriously. As a precaution, we are offering a complimentary one-year membership of Experian's® IdentityWorksSM. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. IdentityWorksSM is completely free, and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly in this program.

What You Can Do

We encourage you to take advantage of identity theft protection services being offered. For more information on IdentityWorksSM and instructions on how to activate your complimentary one-year membership, please see the next section of this letter.

For More Information

We apologize for and deeply regret any inconvenience or concern this may cause. To help prevent a similar incident in the future, we are taking steps to enhance our existing security protocols and are re-educating our employees regarding the protection of sensitive information. If you have any questions, please call 888-665-0482 Monday through Friday from 6am to 6pm PST.

Sincerely,

Brent Babow

Brent Babow
General Counsel & Vice President of Human Resources
Aegion Energy Services

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: <<Enrollment Date>> (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcreditone>
3. PROVIDE the **Activation Code**: <<Enrollment Code>>

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcreditone> or call 877-288-8057 to register with the activation code above.

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.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, 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 877-288-8057.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** 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.

Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity.

You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.