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FILE NO: 077037.0000028

May 11, 2022

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

**RECEIVED**

**MAY 16 2022**

To Whom It May Concern:

**CONSUMER PROTECTION**

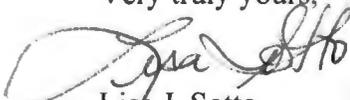
In accordance with N.H. Rev. Stat. Ann. § 359-C:20, I am writing on behalf of Brown Brothers Harriman & Co. and its affiliates (“BBH”) to notify you regarding the nature and circumstances of a recent data security issue.

In December 2021, BBH was informed by its third-party print and mail vendor, R.R. Donnelley & Sons Company (“RRD”), that RRD had identified a systems intrusion affecting its internal environment. RRD indicated at the time that the issue was limited to RRD’s environment and that BBH’s data was not affected. In March 2022, however, RRD informed BBH that, in connection with the December 2021 RRD systems intrusion, an unauthorized party extracted certain BBH files from RRD’s environment. This issue was limited to RRD’s systems and did not affect BBH’s own networks or systems.

Promptly after BBH was made aware of the issue regarding the affected BBH files, BBH took steps to determine its nature and scope, including reviewing the affected files to determine what, if any, personal information was contained within the files. Based on its investigation, BBH identified certain files that contained personal information about some of its clients. The affected personal information varied for different clients but may have included the individual’s name, mailing address, Social Security number and account number.

BBH has identified approximately 66 New Hampshire residents affected by this issue. Attached for your reference is a copy of the notice to affected individuals. BBH anticipates sending the notice on or around the week of May 23, 2022. In addition, BBH has arranged to provide the affected individuals with thirty-six (36) months of identity restoration and credit monitoring services at no cost to them. Please do not hesitate to contact me if you have any questions.

Very truly yours,



Lisa J. Sotto

Enclosure

[Date]

Dear [Name],

We are writing to notify you of an issue that involves your personal information. In December 2021, we were informed by our third-party print and mail vendor, R.R. Donnelley & Sons Company (“RRD”), that RRD had identified a systems intrusion affecting its internal environment. RRD indicated at the time that the issue was limited to RRD’s environment and that Brown Brothers Harriman & Co. and its affiliates’ (“BBH’s”) data was not affected. In March 2022, however, RRD informed us that, in connection with the December 2021 RRD systems intrusion, an unauthorized party extracted certain BBH files from RRD’s environment. Importantly, this issue did not affect BBH’s own networks or systems.

Promptly after we were made aware of the issue regarding the affected BBH files, we took steps to determine its nature and scope, including reviewing the affected files to determine what, if any, personal information was contained within the files. Based on our investigation, we identified certain files that contained personal information about some of our clients, including you. The personal information in the relevant files may have included your name, mailing address, Social Security number and account number.

We take our obligation to safeguard personal information very seriously and we regret any concern this may cause you. We have arranged to offer you identity restoration and credit monitoring services from Experian for thirty-six (36) months at no cost to you. The attached Reference Guide provides information on the Experian services and how to enroll, as well as recommendations from the U.S. Federal Trade Commission on the protection of personal information.

We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228.

Once again, we sincerely regret any concern this issue may cause you. If you have any questions regarding this issue, please call your relationship manager. If you are no longer a client of BBH, you may email [noticequestions@bbh.com](mailto:noticequestions@bbh.com) or call Experian at [toll-free number] ([local number]), Monday through Friday from 9 am to 11 pm ET and Saturday and Sunday from 11 am to 8 pm ET.

Sincerely,

Amy Malone  
Privacy Officer

## Reference Guide

We encourage affected individuals to take the following steps:

**Register For Experian IdentityWorks Services.** We have arranged with Experian to offer you identity restoration and credit monitoring services for thirty-six (36) months at no cost to you.

These Experian IdentityWorks services include:

- **Experian Credit Report at Sign-Up:** See what information is associated with your credit file. Daily credit reports are available for online members only\*.
- **Credit Monitoring:** Monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are available to help you address credit and non-credit related fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms and bulletin boards 24/7 to identify trading or selling of your personal information on the dark web.
- **Experian IdentityWorks ExtendCARE:** Continue to receive the same Identity Restoration support after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

To activate your membership, please follow the steps below:

- Enroll by: [**date to be provided by Experian**] (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: [**URL to be provided by Experian**]
- Provide your activation code: [**registration code**]

If you have questions about the services, need assistance with identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [**Experian customer service number to be provided by Experian**] by [**date to be provided by Experian**]. Please be prepared to provide engagement number [**engagement number to be provided by Experian**] as proof of eligibility for the identity restoration services offered by Experian.

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

*\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.*

**Order Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC's") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three nationwide consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the “inquiries” section for names of creditors from whom you haven’t requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the “personal information” section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff’s office because it may signal criminal activity.

**Report Incidents.** If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov/>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/)

**Consider Placing a Fraud Alert on Your Credit File.** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19016	1-800-680-7289	www.transunion.com

**Consider Placing a Security Freeze on Your Credit File.** You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver’s license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

**For Iowa Residents.** You may contact law enforcement or the Iowa Attorney General’s Office to report suspected incidents of identity theft. This office can be reached at:

Office of the Attorney General of Iowa  
Hoover State Office Building  
1305 E. Walnut Street  
Des Moines, IA 50319  
(515) 281-5164  
[www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)

**For Maryland Residents.** You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General  
Consumer Protection Division

200 St. Paul Place  
Baltimore, MD 21202  
(888) 743-0023 (toll-free in Maryland)  
(410) 576-6300  
[www.oag.state.md.us](http://www.oag.state.md.us)

**For Massachusetts Residents.** You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request to place a security freeze on your account.

**For New Mexico Residents.** You have rights under the federal Fair Credit Reporting Act (“FCRA”). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or [www.ftc.gov](http://www.ftc.gov).

**For New York Residents.** You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft and tips on how to protect your privacy online. You can contact the New York State Office of the Attorney General at:

Office of the Attorney General  
The Capitol  
Albany, NY 12224-0341  
1-800-771-7755 (toll-free)  
1-800-788-9898 (TDD/TTY toll-free line)  
<https://ag.ny.gov/>

Bureau of Internet and Technology (BIT)  
28 Liberty Street  
New York, NY 10005  
Phone: (212) 416-8433  
<https://ag.ny.gov/internet/resource-center>

**For North Carolina Residents.** You can obtain information from the North Carolina Attorney General’s Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General’s Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226 (toll-free in North Carolina)  
(919) 716-6400  
[www.ncdoj.gov](http://www.ncdoj.gov)

**For Oregon Residents.** We encourage you to report suspected identity theft to the Oregon Attorney General at:

Oregon Department of Justice  
1162 Court Street NE  
Salem, OR 97301-4096  
(877) 877-9392 (toll-free in Oregon)  
(503) 378-4400  
<http://www.doj.state.or.us>

**For Rhode Island Residents.** You may obtain information about preventing and avoiding identity theft from the Rhode Island Office of the Attorney General at:

Rhode Island Office of the Attorney General  
Consumer Protection Unit  
150 South Main Street  
Providence, RI 02903  
(401)-274-4400  
<http://www.riag.ri.gov>

You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze on your account.

**For Washington, D.C. Residents.** You may obtain information about preventing and avoiding identity theft from the Office of the Attorney General for the District of Columbia at:

Office of the Attorney General for the District of Columbia  
441 4th Street NW  
Suite 1100 South  
Washington, D.C. 20001  
(202)-727-3400  
<https://oag.dc.gov/>

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Hunton Andrews Kurth LLP  
200 Park Ave  
New York, NY 10166

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USPS CERTIFIED MAIL



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Shipper Ref: 077037.0000028