

BakerHostetler

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CONSUMER PROTECTION

June 26, 2017

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VIA OVERNIGHT MAIL

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

Re: Incident Notification

Dear Attorney General Foster:

I am writing on behalf of our client, Burdette Smith & Bish LLC (“BSB”), to notify you of a security incident involving New Hampshire residents. On April 12, 2017, BSB discovered ransomware on one of its servers. BSB quickly began an investigation, reset passwords, removed the server from the system, restored data from backups, and hired a leading cybersecurity firm to assist in the investigation.

Findings from the investigation show that an unknown third party accessed the server beginning on March 23, 2017. The server contained files that included BSB client and their dependents’ names, addresses, dates of birth, social security numbers, and tax or financial information such as tax returns, W-2s, 1095s, and for some individuals, credit card and bank statements.

Today, BSB is beginning to send written notification via U.S. Mail to one New Hampshire resident in substantially the same form as the letter attached hereto.¹ Notice is being provided in the most expedient time possible without delay, based on the investigation above, which was necessary to determine the nature and scope of the incident; identify the individuals potentially affected, and restore the reasonable integrity of the data system. *See* N.H. Rev. Stat. Ann § 359-C:20.

BSB is offering affected individuals a complimentary one-year membership in Experian’s® Identity Works which provides credit monitoring and identity theft resolution

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

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services. BSB has also established a call center that potentially affected customers can call with questions regarding the incident.

To help prevent this type of incident from happening again, BSB has enhanced the security of its systems.

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

Sincerely,



Paulette M. Thomas
Counsel

Enclosures

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



CPAs & Management Consultants

c/o GCG

P.O. Box 10464

Dublin, OH 43017-4064

SMP1000002



Sample Customer

123 Sample St

Dublin, OH 43017 1234

June 26, 2017

Dear Sample Customer:

Burdette Smith & Bish is committed to maintaining the confidentiality and security of client information we maintain. Regrettably, we are writing to inform you of an incident involving that information.

On April 12, 2017, we discovered that ransomware had infected a server. We immediately began an investigation, reset passwords, removed the server from the system, restored data from backups, and engaged a leading forensic firm. Our investigation determined that an unauthorized individual accessed the server beginning on March 23, 2017, and the server contained files that may have included your name, date of birth, address, social security number, and tax or financial information such as tax returns, W-2s, 1095s, and for some individuals, credit card and bank statements.

We have no evidence that your information has been used in any way. However, out of an abundance of caution, we are offering a complimentary one-year membership of Experian's® IdentityWorksSM. This product helps detect the possible misuse of your personal information and provides you with superior identity protection support. For more information on IdentityWorksSM, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect yourself, please see the page that follows this letter. Identity Restoration assistance is immediately available to you.

We regret any inconvenience or concern this may cause you. To help prevent something like this from happening in the future, we have enhanced the security of our systems. We have established a dedicated call center to respond to any questions you have by calling 1-855-907-3137, Monday through Friday between 9:00 a.m. and 5:00 p.m. Eastern Time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Thomas E. Burdette'.

Thomas E. Burdette, CPA
Managing Partner

Activate IdentityWorksSM in Three Easy Steps

To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: September 30, 2017** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcreditone
- Provide your **activation code: ABC123**

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by **September 30, 2017**. Be prepared to provide engagement number [**engagement number**] as proof of eligibility for the identity restoration services by Experian.

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

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** 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.

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.

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

Even if you choose not to take advantage of this free credit monitoring, we recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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

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

* 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.