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A business advisory and advocacy law firm®

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RECEIVED
FEB 13 2023
CONSUMER PROTECTION

February 8, 2023

VIA U.S. MAIL

John M. Formella
New Hampshire Department of Justice
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Care Dimensions, Inc. – Incident Notification

Dear Mr. Formella:

McDonald Hopkins PLC represents Care Dimensions, Inc. ("Care Dimensions"), of Danvers, Massachusetts. I am writing to provide notification of an incident at Care Dimensions that may affect the security of personal information of approximately one hundred (100) New Hampshire residents. By providing this notice, Care Dimensions does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Care Dimensions recently discovered that its website donation page was modified with malicious code that acted to capture payment card data as it was entered on the website in connection with a donation. Care Dimensions immediately engaged external forensic investigators and data privacy professionals and commenced a prompt and thorough investigation into the incident. As a result of this review, Care Dimensions determined that the payment card information that was potentially accessed and/or acquired related to certain transactions made through Care Dimensions' website donation page between February 18, 2022, through December 8, 2022.

Care Dimensions determined on or about January 6, 2023, that this Incident involves the personal information – including donor names, donor contact information, credit or debit card numbers, card expiration dates and CVV numbers – of approximately one hundred (100) residents of New Hampshire.

Care Dimension is providing the affected New Hampshire residents with written notification of this incident commencing on or about February 7, 2023 in substantially the same form as the letter attached hereto. Care Dimensions will advise the affected residents to always remain vigilant in reviewing financial account statements for fraudulent or irregular activity on a regular basis. Care Dimensions will further advise the affected residents about the process for placing a fraud alert and/or security freeze on their credit files and obtaining free credit reports. The affected residents will also be provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

At Care Dimensions, protecting the privacy of personal information is a top priority. Care Dimensions is committed to maintaining the privacy of personal and financial information in its possession and has taken many precautions to safeguard it. In addition to ensuring third-party validation of the removal of the malicious code, Care Dimensions also engaged third-party cybersecurity experts to conduct penetration testing of the web application to validate that the vulnerability has been remediated. Care Dimensions continually evaluates and modifies its practices to enhance the security and privacy of the personal information it maintains.

Should you have any questions regarding this notification, please contact me at
Thank you for your cooperation.

Very truly yours,

Dominic A. Paluzzi

DAP/erb

Encl.

Care Dimensions
Return to IDX
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

CareDimensions
Compassionate expertise for advanced illness

[redacted]

[redacted]

[redacted]

Dear [redacted]:

We are writing to make you aware of a recent data security incident involving unauthorized access to a limited subset of our donors' payment card data used at www.caredimensions.org. Because the privacy and security of your personal information is of utmost importance to Care Dimensions, we are routinely evaluating and improving our security and payment systems to ensure your information is secure.

What Happened?

In December we discovered that our website donation page was compromised and modified with malicious code that acted to capture payment card data as it was entered on the website in connection with a donation. We immediately shut down the malicious code, engaged external forensic investigators and data privacy professionals and commenced a prompt and thorough investigation into the incident. As a result of this review, we determined that the payment card information that was potentially accessed and/or acquired related to certain transactions made through our website donation page between February 18, 2022, through December 8, 2022.

What Information Was Involved.

The information that was accessed and/or acquired in this incident included donor names, donor contact information, credit or debit card numbers, card expiration dates and CVV numbers (3 or 4 digit code on the front or back of the card). We discovered on January 6, 2023 that you completed a transaction at our website donation page during the window of compromise and your card information and contact information may be at risk. No other personal information of yours is at risk as a result of this incident. We do not capture Social Security numbers on our donation form, and therefore this incident did not involve your Social Security number.

What We Are Doing

Upon detecting the incident, we immediately engaged forensic investigators and data privacy professionals to perform a prompt and thorough investigation. They conducted a thorough review of our web site vendor environment, performed detailed forensics, and identified additional security safeguard measures and enhancements to our website which have been installed. The donation form and web site have been cleared of this malicious code, and, we have worked closely with all our vendors to prevent this from happening in the future.

Because we value our relationship with you, we wanted to make you aware of the incident. We also wanted to let you know what we are doing to further secure your information and suggest steps you can also take.

What You Can Do.

Below you will find precautionary measures you can take to protect your personal information. Additionally, you should always remain vigilant in reviewing your financial account statements for fraudulent or irregular activity on a regular basis. As a best practice, you should also call your bank or card issuer if you see any suspicious transactions. The policies of the payment card brands such as Visa, MasterCard, American Express and Discover provide that you are not liable for any unauthorized charges if you report them in a timely manner. You should also ask your bank or card issuer whether a new card should be issued to you.

For More Information.

Please accept our apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

If you have any questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [redacted]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 9:00 am to 9:00 pm Eastern.

Sincerely,

[redacted]

– OTHER IMPORTANT INFORMATION –

1. Placing a Fraud Alert on Your Credit File.

We recommend that you place an initial one (1) year fraud alert on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax	*Experian*	*TransUnion*
P.O. Box 105069 Atlanta, GA 30348-5069 https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/ (800) 525-6285	P.O. Box 9554 Allen, TX 75013 https://www.experian.com/fraud/center.html (888) 397-3742	Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19016-2000 https://www.transunion.com/fraud-alerts (800) 680-7289

2. Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a security freeze be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze	*Experian Security Freeze*	*TransUnion Security Freeze*
P.O. Box 105788 Atlanta, GA 30348-5788 https://www.equifax.com/personal/credit-report-services/credit-freeze/ (888) 298-0045	P.O. Box 9554 Allen, TX 75013 http://experian.com/freeze (888) 397-3742	P.O. Box 160 Woodlyn, PA 19094 https://www.transunion.com/credit-freeze (888) 909-8872

In order to place the security freeze, you'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

3. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

4. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name, or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

Washington D.C. Residents: You may obtain information about preventing identity theft from the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Suite 110 South, Washington D.C. 2001, https://oag.dc.gov/consumer-protection, Telephone: 1-202-727-3400.

New York Residents: You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; https://ag.ny.gov/consumer-frauds-bureau/identity-theft; Telephone: 800-771-7755.

Iowa Residents: You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity Theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, Telephone: (515) 281-5164.

Maryland Residents: You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov/, Telephone: 877-566-7226.

Oregon Residents: You may obtain information about preventing identity theft from the Oregon Attorney General's Office: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392.