



February 23, 2017

Via Mail

Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capitol Street
Concord, NH 03301

STATE OF NH
DEPT OF JUSTICE
2017 FEB 27 AM 10:28

Re: Notification of Information Security Incident

Dear Sir or Madam:

I write to inform you of a security incident experienced by Cayan LLC ("Cayan") that involved the personal information of ten (10) employees who are residents of New Hampshire. Cayan is a business-to-business provider of payment acceptance/processing services with its headquarters located at 1 Federal Street, in Boston, Massachusetts.

On February 14, 2017, Cayan discovered that on or about February 9, 2017, it was the victim of a phishing incident in which an unauthorized third party acquired employee 2016 W-2, Wage and Tax Statements. The affected personal information includes full name, address, Social Security number, and other information about wage and taxes. No customer or cardholder data was affected.

Safeguarding personal information is important to Cayan. We took immediate steps to respond to this incident. We reported to the Federal Bureau of Investigation and have pledged full support with its investigation. We notified the Internal Revenue Service's e-File Services Department as well as the Criminal Investigation (IRS/CI) unit, and state tax agencies, and we are cooperating with the foregoing agencies. The company is also reviewing potential enhancements to our internal security policies and procedures and employee training materials, to protect against this type of incident in the future.

Cayan will send hardcopy written notification letters to affected employees this week in substantially the same form as the attached sample. The company is offering 12 months of credit monitoring and identity theft protection services through ID Experts®, at no cost to affected employees.

Please do not hesitate to contact me at: cmenard@cayan.com.

Respectfully submitted,

Christopher Menard
Chief Financial Officer

Attachment

STATE OF NH
DEPT OF JUSTICE
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SAMPLE NOTIFICATION LETTER

<<Cayan logo>>
<<Employee Address>>

<<Date>>

Re: **Notice of Security Incident**

Dear <<Employee>>,

At Cayan, protecting the information of our merchants, partners, and our employees is a top priority. We value and respect your privacy, which is why we are writing to inform you about an incident involving your information, to share steps that we have undertaken since discovering the incident, and to provide you with guidance on what you can do to help protect yourself.

What Happened

We recently discovered that a security incident occurred involving your personal information. On or about February 9, 2017, an unauthorized individual acquired a copy of your 2016 W-2, Wage and Tax Statement.

What Information Was Involved

The W-2, Wage and Tax Statement includes your full name, address, Social Security number and other information about wages and taxes. No customer or cardholder data was affected. Please be vigilant and promptly report any incidents of suspected identity theft to law enforcement and to Cayan. We have enclosed a Resources Guide containing phone numbers for the three national consumer reporting agencies and other information which you may find helpful.

What We Are Doing

Upon discovering this matter, we immediately initiated an internal investigation, notified federal law enforcement and engaged third party consultants. We continue to work closely with law enforcement and have provided available technical details to aid in their investigation. We also notified the Internal Revenue Service's e-File Services Department as well as its Criminal Investigation (IRS/CI) unit, and state tax agencies. Finally, we are reviewing and considering enhancements to our internal security policies and procedures.

To further assist you, at no cost to you, we are offering identity theft protection services through ID Experts®, a data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and fully managed id theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

What You Can Do

- We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-800-939-4170 or going to www.idexpertscorp.com/protect and using the Enrollment Code provided below. MyIDCare experts are available Monday through Friday from 6 am - 5 pm Pacific Time. Please note the deadline to enroll is May 24, 2017.

Your Enrollment Code: <<CODE>>

- We urge you to remain vigilant against threats of identity theft or fraud, and to regularly review your credit card statements and credit reports for any unauthorized activity. You may also place a fraud alert on your credit files or a security freeze by calling or mailing the three national consumer reporting agencies: Equifax, Experian, and TransUnion. The phone numbers and addresses of these credit reporting agencies are listed on the enclosed Resources Guide.
- If you suspect that you are a victim of identity theft or fraud, you have the right to file a police report. In addition, you may contact your State Attorney General's office or the Federal Trade Commission to learn about the steps you can take to protect yourself against identity theft.
- Be alert to "phishing" by someone who acts like a colleague or friend and requests sensitive information over email, such as passwords, social security numbers, or bank account numbers. We will NOT ask for this type of sensitive information over email.
- We recommend that you file your Federal and state income tax returns as soon as possible.

We value the trust you place in us and we sincerely regret this incident.

For More Information

Please feel free to call with any questions or concerns by dialing, toll-free at 1-800-939-4170.

Sincerely,

<<Signature>>

Cayan LLC

Christopher Menard
Chief Financial Officer

IDENTITY THEFT RESOURCES GUIDE

U.S. Federal Trade Commission (FTC): The FTC has information about how to avoid identity theft and other steps that consumers can take to protect themselves. Write to: Consumer Response Center, 600 Pennsylvania Ave., NW, H-130, Washington, D.C. 20580; Call Toll-Free: 1-877-IDTHEFT (438-4338); or Visit: <http://www.ftc.gov/idtheft>

For NORTH CAROLINA Residents: You may obtain information about preventing identity theft from the FTC or the North Carolina Attorney General's Office at 9001 Mail Service Center, Raleigh, NC 27699-9001; Tel: (919) 716-6400; Fax: (919) 716-6750; or <http://www.ncdoj.com>

For RHODE ISLAND Residents: You may obtain information about preventing identity theft from the FTC or the Rhode Island Attorney General's Office at 150 South Main Street, Providence, RI 02903; Tel: (401) 274-4400; or <http://www.riag.ri.gov>

Free Annual Credit Report: You may obtain a free copy of your credit report once every 12 months and may purchase additional copies of your credit report. Call Toll-Free: 1-877-322-8228; or Visit: <https://www.annualcreditreport.com>; or Contact any one or more of the consumer reporting agencies:

Equifax:	P.O. Box 740241, Atlanta, GA 30374-0241	(800) 685-1111	www.equifax.com
Experian:	P.O. Box 2002, Allen, TX 75013	(888) 397-3742	www.experian.com
TransUnion:	P. O. Box 1000, Chester, PA 19022	(800) 888-4213	www.transunion.com

"Fraud Alerts" and "Security Freezes"

Fraud Alert - You may have the right to place a fraud alert in your file to alert potential creditors that you may be a victim of identity theft. Creditors must then follow certain procedures to protect you; therefore, a fraud alert may delay your ability to obtain credit. An "initial fraud alert" stays in your file for at least 90 days. An "extended fraud alert" stays in your file for 7 years, and will require an *identity theft report* (usually, a filed police report). You may place a fraud alert by calling any one of the three national consumer reporting agencies:

Equifax: 1-800-525-6285

Experian: 1-888-397-3742

TransUnion: 1-800-680-7289

Security Freeze – Certain U.S. state laws, including in Massachusetts, provide the right to place a security freeze on your credit file, which prevents credit, loans and services from being approved in your name without your consent. Using a freeze may interfere with or delay your ability to obtain credit. To place a freeze, send a request by mail to each consumer reporting agency (addresses below) with the following (if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) Full name, with middle initial and any suffixes; (2) Social Security Number; (3) Date of Birth; (4) proof of current address (such as a utility bill or telephone bill) and list of any previous addresses for the past five years; (5) copy of a government issued identity card, and (6) copy of police report, investigative report or complaint to law enforcement regarding identity theft. The consumer reporting agency may charge a fee up to \$5.00 to place, lift, and/or remove a freeze, unless you are a victim of identity theft or the spouse of a victim, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. The consumer reporting agencies have three business days after receiving your letter to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique PIN or password that can be used by you to authorize the removal or lifting of the security freeze. To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the consumer reporting agencies by mail and include proper identification (name, address, and SSN) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three business days after receiving your request to lift the security freeze for those identified entities or specified period of time. To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and SSN) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three business days after receiving your request to remove the freeze.

Equifax Security Freeze: P.O. Box 105788, Atlanta, Georgia 30348

Experian Security Freeze: P.O. Box 9554, Allen, TX 75013

TransUnion (Fraud Victim Assistance Division): P.O. Box 6790, Fullerton, CA 92834-6790