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July 18, 2018

VIA OVERNIGHT MAIL

Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301-6310

Re: Incident Notification

Dear Attorney General Foster:

We are writing on behalf of our client, CBIZ MHM, LLC (“CBIZ”), to notify you of a security incident involving one (1) New Hampshire resident.

On June 13, 2018, as part of an ongoing forensic investigation, CBIZ discovered that an unauthorized individual had gained access to an employee’s email account. Upon discovery, CBIZ immediately reset the employee’s password and changed account settings to enhance security. The investigation determined that unauthorized individual(s) had accessed the employee’s email account between May 21, 2018 and May 22, 2018. CBIZ undertook a comprehensive review of the emails in the employee’s email account and determined that an email or attachment contained certain information about some of its clients, which may have included names, addresses, Social Security numbers, driver’s license numbers, and financial account numbers.

CBIZ will mail notification letters via U.S. mail on July 19, 2018, to the New Hampshire resident involved, in accordance with N.H. RSA § 359-C:20, in substantially the same form as the enclosed letter. CBIZ is offering eligible individuals a complimentary, one-year membership in credit monitoring and identity theft protection services from Experian.

To help prevent this type of incident from happening again, CBIZ has taken and is continuing to take significant steps to enhance its existing email security measures and provide additional training to employees on the dangers of phishing emails.

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

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Patrick Haggerty". The signature is written in a cursive style with a large initial "P".

Patrick H. Haggerty
Partner

Enclosure



6050 Oak Tree Boulevard, Suite 500
 Cleveland, OH 44131
 Attn: Legal Department

July 19, 2018

##D8848-L10-0123456 0001 00000001 *****9-OELZZ 123

SAMPLE A SAMPLE - Shin Adult

APT 123

123 ANY ST

ANYTOWN, US 12345-6789



Dear Sample A Sample:

CBIZ MHM, LLC (“CBIZ”) understands the importance of protecting the personal information of its current, former, and prospective clients. We are writing to inform you that we recently identified and addressed a security incident that may have involved your personal information. This notice explains the incident, measures we have taken, and some steps you can take in response.

On June 13, 2018, as part of an ongoing forensic investigation, we discovered that an unauthorized individual had gained access to an employee’s email account between May 21, 2018 and May 22, 2018. We immediately secured the email account. The investigation determined that the unauthorized individual accessed an email or attachment that contained your name and Variable Data 1.

We have no indication that your personal information has been misused in any way. As a precaution, **we have arranged for you to receive a complimentary one-year membership of Experian’s® IdentityWorksSM Credit 3B.** This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. **For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

We apologize for any concern or inconvenience this incident may cause. To help prevent this type of incident from happening again, we are taking significant steps to enhance our existing network security measures and providing additional training to employees on the dangers of phishing emails. If you have questions about this matter please call 855-896-4452, Monday through Friday between 8:00 am and 8:00 pm Central Time or Saturday and Sunday between 10:00 am and 7:00 pm Central Time.

0123456



Sincerely,

CBIZ MHM, LLC

CBIZ MHM, LLC

Activate IdentityWorks Credit 3B Now in Three Easy Steps

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this offer is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary one year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: October 31, 2018** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code: ABCDEFGHI**

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 855-896-4452 by **October 31, 2018**. Be prepared to provide engagement number **DB07754** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

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.
- ◆ **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related 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.

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.

* 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

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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