

BakerHostetler

Baker & Hostetler LLP

312 Walnut Street
Suite 3200
Cincinnati, OH 45202-4074

T 513.929.3400
F 513.929.0303
www.bakerlaw.com

Patrick H. Haggerty
direct dial: 513.929.3412
phaggerty@bakerlaw.com

March 30, 2021

VIA EMAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

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

Re: Notice of Security Incident

Dear Sir or Madam:

We are writing on behalf of our client, CBIZ Accounting, Tax & Advisory of Utah, LLC (“CBIZ Utah”), to notify your office of a security incident.

CBIZ Utah recently completed an investigation into unauthorized access to a single employee’s email account. Upon first learning of the incident, CBIZ Utah secured the employee’s email account, launched an investigation to determine the nature and scope of the incident, and a computer security firm was engaged to assist. The investigation determined that the unauthorized access to the email account occurred for a few hours on December 30, 2020. Due to the nature of the unauthorized access, the investigation was unable to determine which specific emails or attachments, if any, may have been viewed by the unauthorized individual. Because of this, CBIZ Utah undertook a review of the emails and attachments and determined on February 19, 2021, that an attachment to an email contained the information of two New Hampshire residents, including name, Social Security number, and financial account number.

Beginning today, CBIZ Utah is providing notice via postal mail to the potentially affected New Hampshire residents via U.S. mail in accordance with N.H. Rev. Stat. § 359-C:20(a) in substantially the same form as the attached letter¹. CBIZ Utah has offered the New Hampshire residents involved a complimentary one-year membership in credit monitoring services through

¹ This report is not, and does not constitute, a waiver of CBIZ Utah’s objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this data security incident.

Office of the Attorney General

March 30, 2021

Page 2

Kroll®. CBIZ Utah has implemented additional safeguards and technical security measures to further protect personal information.

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

Sincerely,



Patrick H. Haggerty

Partner

Enclosure

CBIZ Accounting, Tax & Advisory of Utah, LLC

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

CBIZ Accounting, Tax & Advisory of Utah, LLC is committed to protecting the confidentiality and security of clients' personal information. We are writing to inform you about an incident that involves some of your information. This notice explains the incident, measures that have been taken, and some steps you can consider taking in response.

We recently concluded an investigation involving unauthorized access to one of our employee's email accounts. Upon learning of the unauthorized access, we immediately secured the account, began an investigation, and a computer forensic firm was hired to assist. The investigation determined that an unauthorized person had access to the contents of the employee's account on December 30, 2020. The investigation did not determine whether the unauthorized individual viewed any contents in the account; however, we are not able to rule out that possibility. We searched the contents of the account that could have been accessible to the unauthorized individual to identify documents containing personal information, and on February 19, 2020, we determined that an email or attachment in the account contained your <<b2b_text_1(DataElements)>>.

While we have no indication that your information was viewed by the unauthorized person, or that it has been misused, we wanted to notify you of this incident and assure you that we take it very seriously. We have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

*You have until **June 29, 2021** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

Additional information describing the services and other precautionary measures you can take to protect your personal information is included with this letter.

We sincerely regret that this incident occurred and apologize for any inconvenience or concern. We have implemented additional safeguards and technical security measures to further protect personal information. If you have any questions, please call 1-855-757-0237, 8:00 am to 5:30 pm Central Time, Monday through Friday.

Sincerely,



Clair A. Rood Jr.
CPA | Senior Managing Director

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be 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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

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 bureau will provide you with 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.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.)

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

CBIZ Accounting, Tax & Advisory of Utah, LLC is located at 19 E. 200th South, Suite 1000, Salt Lake City, UT 84111 and can be reached at (801) 364-9300.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

West Virginia: You have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.