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April 25, 2014

VIA OVERNIGHT DELIVERY

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

Re: Incident Notification

Dear Attorney General Foster:

On April 3, 2014, a federal law enforcement official notified our client, Central City Concern (“CCC”), that a former CCC employee has been accused of improperly copying information from approximately 15 CCC clients from its Employment Access Center (“EAC”) program with the intent to process fraudulent tax returns in their names. Following this notice from law enforcement, CCC immediately began to review its systems that contain client records that the former employee may have accessed and copied during the time of employment from March 23, 2010 to May 24, 2013. CCC determined through this investigation that the former employee may have improperly accessed names, dates of birth, social security numbers, addresses, and, in some instances, health information of EAC clients.

CCC has received no indication that other records were misused. However, as a precautionary measure and in an attempt to protect the privacy of all EAC clients, CCC is communicating with all clients whose records the former employee may have had access to, though, according to law enforcement, the former employee estimated that only 15 records were improperly copied. CCC will begin mailing notification letters to all potentially affected individuals on April 28, 2014, and is offering eligible individuals one year of complimentary credit monitoring and identity theft protection services through Experian. CCC has also established a dedicated call center for clients to contact with any questions.

To help prevent something like this from happening in the future, CCC is contracting with an independent, third-party data security specialist to ensure that CCC has implemented all feasible safeguards to protect against future risk.

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

Attorney General Joseph Foster
April 25, 2014
Page 2

CCC is notifying 3 New Hampshire residents in substantially the same form as the letter attached hereto, with mailing commencing on April 28, 2014.¹ As a covered entity under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), CCC is required to maintain procedures for responding to a breach of security, and notification to New Hampshire residents is being provided in compliance with these procedures. *See* N.H. REV. STAT. ANN. § 359-C:20(V); *see also* 45 C.F.R. §§ 160.103 and 164.400 et seq.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Theodore J. Kobus III". The signature is written in a cursive style with a large initial 'T' and 'K'.

Theodore J. Kobus III

Enclosure

¹ As CCC does not conduct business in New Hampshire, this report is not, and does not constitute, a waiver of personal jurisdiction.



P.O. BOX 6336
P.O. NAME // LAST NAME //
<<Street Address>>
<<City, STATE, Zip code>>

<<DATE>>

Dear <<First Name>> <<Last Name>>.

Central City Concern (CCC) is committed to maintaining the privacy and confidentiality of our clients' information. Regrettably, we are writing to inform you of an issue involving some of that information.

On April 3, 2014, a federal law enforcement official notified CCC that a former CCC employee has been accused of improperly copying information from approximately 15 CCC clients from its Employment Access Center program with the intent of processing fraudulent tax returns in their names. Following this notice from law enforcement, CCC immediately began to review our systems that contain client records that the former employee may have accessed and copied during the time of employment from March 23, 2010 to May 24, 2013. We determined through this investigation that the former employee may have improperly accessed and copied your name, date of birth, social security number, address, and health information.

We have received no indication that your information has been misused, however, as a precautionary measure, we are offering you a complimentary one-year membership of Experian's® ProtectMyID® Alert. In an attempt to protect the privacy of all Employment Access Center clients, we are communicating with all clients whose records the former employee may have had access to, though, according to law enforcement, the former employee estimated that only 15 records were improperly copied. Notification letters were mailed today to all potentially affected individuals with information about the Experian's® ProtectMyID® Alert. This product helps you detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

We want to assure you that we are taking this matter very seriously and we deeply regret that this incident has occurred. Law enforcement is still involved and we are actively cooperating with their investigation. We have taken steps to help prevent such an incident from occurring in the future. CCC is contracting with an independent, third-party data security specialist to ensure that CCC has implemented all feasible safeguards to protect against future risk. Pursuant to data event notification requirements, CCC is also reporting this incident to the U.S. Department of Health and Human Services and to the State of Oregon, as well as to any other state required to receive the information. If you have any questions, please call 1-866-778-1144 Monday through Friday from 6:00 AM to 6:00 PM Pacific Time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Clay Cooper'.

Clay Cooper
Director of Social Enterprises and Employment Services
Central City Concern
Enclosure

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: **August 1, 2014 (your code will not work after this date)**
2. VISIT the ProtectMyID Web Site: www.protectmyid.com/redeem
3. PROVIDE Your Activation Code: <CODE>

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide reference #: PC82873.

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

Your complimentary 12-month ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE™:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at www.protectmyid.com/redeem
or call 877-371-7902 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also 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 740256
Atlanta, GA 30374
www.equifax.com
1-800-525-6285

Experian
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com
1-800-680-7289

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 home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338

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.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. 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.