



MULLEN
COUGHLIN_{LLC}
ATTORNEYS AT LAW

STATE OF NH
DEPT OF JUSTICE
2020 DEC 16 PM 12:40

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426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

December 11, 2020

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Sir or Madam:

We represent Cherry Bekaert LLP ("Cherry Bekaert") located at 200 South 10th Street, Suite 900, Richmond, Virginia 23219, and are writing to notify your office of an incident that may affect the security of some personal information relating to four (4) New Hampshire residents. The investigation into this matter is ongoing, and this notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Cherry Bekaert does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

Cherry Bekaert recently discovered suspicious activity on an employee account for its document storage system. Cherry Bekaert launched an investigation to determine the nature and scope of the event, including bringing in third party forensic specialists to assist. Further, Cherry Bekaert immediately took steps to implement additional security to its document management system. After a thorough investigation by third party forensic specialists, Cherry Bekaert confirmed that unauthorized access to certain documents within the file management system occurred between February 7, 2020 and March 17, 2020.

The information that could have been subject to unauthorized access includes name, address, Social Security number, and financial account information.

Notice to New Hampshire Residents

On or about December 11, 2020, Cherry Bekaert began providing written notice of this incident to affected individuals, which includes four (4) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Cherry Bekaert moved quickly to investigate and respond to the incident, assess the security of Cherry Bekaert systems, and notify potentially affected individuals. Cherry Bekaert is also working to implement additional safeguards and training to its employees. Cherry Bekaert is providing access to credit monitoring services for twelve (12) months, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Cherry Bekaert is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Cherry Bekaert is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. Cherry Bekaert is also providing written notice of this incident to other state regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4786.

Very truly yours,



Ryan C. Loughlin of
MULLEN COUGHLIN LLC

RCL/hfh
Enclosure

EXHIBIT A



CPAs & Advisors

Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

December 11, 2020

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SAMPLE A SAMPLE - L01 INDIVIDUAL

APT 123
123 ANY ST
ANYTOWN, US 12345-6789



Dear Sample A Sample,

Cherry Bekaert LLP (“Cherry Bekaert”) recently discovered an incident that may affect the security of your personal information. We take this incident seriously, and write to provide you with information about the incident, steps we are taking in response, and steps you can take to better protect against the possibility of identity theft and fraud from any source, should you feel it is appropriate to do so.

What Happened? Recently, Cherry Bekaert discovered suspicious activity on an employee account for our document storage system. We launched an investigation to determine the nature and scope of the event, including bringing in third party forensic specialists to assist. Further, we immediately took steps to implement additional security to our document management system. After a thorough investigation by third party forensic specialists, we confirmed that unauthorized access to certain documents within the file management system occurred between February 7, 2020 and March 17, 2020.

What Information Was Involved? We undertook a thorough, time-intensive review of the contents of the documents accessed to confirm what, if any, personal information may have been accessible within this documents and to whom that information might relate. On or about October 23, 2020, after a thorough review process, we determined that your information was contained within the impacted documents. We determined the following information related to you was accessible: DATA ELEMENTS ITEM1, ITEM2, ITEM3, ITEM4, ETC.

What We Are Doing. We take this incident and the security of your personal information seriously. We identified and mitigated the issue by resetting the account password and bringing in third-party forensic specialists. We have taken additional actions to enhance the security policies and procedures utilized by our employees regarding access to personal information.

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What You Can Do. Please review the enclosed "Steps You Can Take to Protect Personal Information." We have also arranged for 12 months of complimentary credit monitoring and identity restoration services through Experian. Instructions on how to enroll in these services is included in the enclosed "Steps You Can Take to Protect Personal Information."

For More Information. We understand that you may have questions that are not addressed in this notice. If you have additional questions or concerns, please call our dedicated information line at (866) 578-5412, available Monday through Friday between 9:00 am ET and 11:00 pm ET, and Saturday and Sunday 11:00 am ET to 8:00 pm ET. Be prepared to provide your engagement number **ENGAGEME**.

We apologize for any inconvenience or concern this incident causes you.

Sincerely,

Cherry Bekaert LLP

Cherry Bekaert, LLP

Steps You Can Take to Protect Personal Information

Enroll in Credit Monitoring

To help protect your identity, we are offering a complimentary one-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: February 28th, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- 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 (866) 578-5412 by **February 28th, 2021**. Be prepared to provide engagement number **ENGAGEME** 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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

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 at (866) 578-5412. 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 Identity Restoration support 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.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. 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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Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

PO Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com/credit-freeze

Equifax

PO Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008
www.equifax.com/personal/credit-report-services

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General.

For Maryland residents, the Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; (888) 743-0023; and www.oag.state.md.us.

For North Carolina residents, North Carolina residents may wish to review information provided by the North Carolina Attorney General, Consumer Protection Division at www.ncdoj.gov, by calling 877-566-7226, or writing to 9001 Mail Services Center, Raleigh, NC 27699.

For New York residents, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

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