



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

3001 N. Rocky Point Drive East, Suite 200
Tampa, FL 33607

March 18, 2024

VIA E-MAIL

Office of the New Hampshire Attorney General
Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301
E-mail: DOJ-CPB@doj.nh.gov

Re: Notice of Data Event

To Whom It May Concern:

We represent the City of Salina, Kansas (the “City”) located at 300 West Ash, Room 202, Salina, KS 67402, and are writing regarding a potential data event that took place at the City. The City does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, Sovereign Immunity, or personal jurisdiction.

Nature of the Data Event

On or around October 19, 2023, the City became aware that the functionality of a search feature in its court software may have returned results with certain records from the City accessible in an unredacted format through its public portal. The City quickly terminated the web access and initiated an investigation and worked diligently with third-party technical consultants to determine the nature and scope of the matter. The City confirmed that no unredacted records are accessible at this time and have restored full services. The City further confirmed that the event was not caused by a criminal act or any activities consistent with data theft or download.

On or about February 6, 2024, the City completed its review and determined the following information for a New Hampshire resident could have been subject to unauthorized access:

Notice to New Hampshire Resident

On or about March 18, 2024, City mailed letter to one (1) New Hampshire resident. The letter mailed to the individual is in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

The City moved quickly to investigate and respond to the event, assess the security of City systems, and identify potentially affected individuals. The City is providing access to credit monitoring services for _____, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, the City is providing impacted individuals with guidance on how to better protect against identity theft and fraud. The City 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.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at _____.

Very truly yours,

Kevin M. Mekler of
MULLEN COUGHLIN LLC

KMK/jh2
Enclosure

EXHIBIT A



Return Mail Processing
PO Box 999
Suwanee, GA 30024

1 1 1 *****AUTO**MIXED AADC 300
SAMPLE A. SAMPLE - L01
APT ABC
123 ANY ST
ANYTOWN, US 12345-6789



March 18, 2024

NOTICE OF SECURITY INCIDENT

Dear Sample A. Sample:

The City of Salina, Kansas (“City”) is writing to formally notify you of an incident that may affect the privacy of some of your information. We are providing you with this notice, which includes details about the event, our response to it, and the resources available to assist you in safeguarding your information, should you feel it is appropriate to do so.

What Happened? On or around October 19, 2023, we became aware that the functionality of a search feature in our court software may have returned results with certain records from the City accessible in an unredacted format through our public portal on our website. Upon learning of this situation, we quickly terminated the web access and initiated an investigation. We worked diligently with third-party technical consultants to determine the nature and scope of the matter. We have confirmed that no unredacted records remained available after our initial response to the October 19th event and none are accessible at this time. We also confirmed that this did not arise from any criminal act or any activities consistent with data theft or download. Rather, individual search results may have yielded personally identifiable information.

What Information Was Involved? Although we do not have evidence that your data was accessed, we are sending this letter to you to let you know that the following types of information related to you *may have been* accessible in connection with this incident:

What We Are Doing. Upon learning of this event, we investigated and responded to the event, assessed the security of relevant systems, and notified potentially affected individuals. As part of our ongoing commitment to the privacy and security of information in our care, we are reviewing and enhancing our existing procedures related to data security and implementing additional technical safeguards to enhance our existing data privacy framework.

As an added precaution, we are also offering you access to credit monitoring and identity restoration services through Experian at no cost to you. For more information, including how to enroll to receive the offered services, please follow the instructions in the attached *Steps You Can Take to Help Protect Personal Information*. Although we are covering the cost of the credit monitoring services, due to privacy restrictions, you will need to complete the activation process yourself using the enrollment instructions included in this letter.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements, and by monitoring your credit reports for suspicious activity. You should promptly report any suspicious behavior to your financial institution/credit or debit card and report any activity indicative of identity theft or fraud to law enforcement. Please also review the enclosed *Steps You Can Take to Help Protect Personal Information* for additional information and resources.

For More Information. We understand you may have questions about this event that are not addressed in this letter. To ensure your questions are answered in a timely manner, please call 833-918-5937, Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Standard Time, excluding U.S. holidays. Please be prepared to provide engagement number . You may also write to us directly at: City of Salina, ATTN:

We take this event very seriously and we want to ensure you that we remain committed to the privacy and security of information in our possession.

Sincerely,

City of Salina, Kansas

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Enroll in Credit Monitoring

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for

If you believe there was fraudulent use of your information as a result of this incident 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 from the date of the incident (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 Identity Restoration is available to you for _____ 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month 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:

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at _____. Be prepared to provide engagement number _____ as proof of eligibility for the Identity Restoration services by Experian.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may 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. This notice has not been delayed by law enforcement.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.