

CLARK HILL

Melissa K. Ventrone
T 312.360.2506
F 312.517.7572
Email: mventrone@clarkhill.com

Clark Hill
130 East Randolph Street
Suite 3900
Chicago, IL 60601
T 312.985.5900
F 312.985.5999

clarkhill.com

October 19, 2020

Via attorneygeneral@doj.nh.gov

**Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03302**

Dear Attorney General Gordon MacDonald:

We represent Covati & Janhsen, CPAs, PC (“C&J CPA”) with respect to a data security incident involving the potential exposure of certain personally identifiable information described in more detail below. C&J CPA is a Certified Public Accounting (“CPA”) Firm located in Port Jefferson, New York. C&J CPA is committed to answering any questions you may have about the data security incident, its response, and steps taken to prevent a similar incident in the future.

1. Nature of security incident.

C&J CPA became aware of suspicious activity associated with a corporate email account. C&J CPA began an internal investigation and hired independent computer forensic investigators to assist. The forensic investigators determined that an unauthorized user had gained access to one email account.

C&J CPA’s forensic investigator conducted an in-depth review of the documents stored in the email account to determine what personal information may have been present. On July 24, 2020, forensics provided C&J CPA with a list of impacted individuals. From this review, it appears the information in the account may have included names, addresses, Social Security Numbers, and financial account information. For a limited number of individuals, dates of birth and driver’s license numbers may also have been affected. Once C&J CPA obtained this list, significant efforts were expended to remove duplicates and assign mailing addresses to obtain an accurate list for notification purposes. This process was completed on October 7, 2020.

2. Number of residents affected.

October 19, 2020

Page 2

Two (2) New Hampshire residents may have been affected and were notified of the incident. A notification letter was sent to the potentially affected individuals on October 19, 2020 via regular mail (a copy of the form notification letter is enclosed).

3. Steps taken relating to the incident.

C&J CPA changed the password associated with the impacted email account, disabled online web access, and implemented multi-factor authentication for remote access to email accounts. Although there is no evidence of any misuse or fraudulent activity related to the personal information, potentially affected individuals were offered 12 months of credit monitoring and identity protection services through ID Experts.

4. Contact information.

C&J CPA takes the security of the information in its control seriously and is committed to ensuring the information in its control is appropriately protected. If you have any questions or need additional information, please do not hesitate to contact me at mventrone@clarkhill.com or (312) 360-2506.

Very truly yours,

CLARK HILL



Melissa K. Ventrone
Partner

Enclosure

Covati & Janhsen CPAs, P.C.

C/O IDX
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call: 1-833-752-0859 Or Visit: https://app.idx.us/account-creation/protect Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

October 19, 2020

Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of a data security incident experienced by Covati & Janhsen, CPAs, P.C. (“C&J CPA”) that may have impacted your personal information, including your name and Social Security number. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

What happened and what information was involved:

We recently became aware of suspicious activity associated with one of its corporate email accounts. We conducted an investigation and hired independent computer forensic investigators to assist. The forensic investigators determined that an unauthorized user had gained access to one email account. Our forensic investigator conducted an in-depth review of the email account to determine what personal information may have been stored in the account, and to extract contact information of potentially affected individuals. From this review completed on July 24, 2020, it appears the email account may have contained your name, address, and Social Security number. For a limited number of individuals, their date of birth and driver's license number may also have been included, if such information was provided to us.

What we are doing and what you can do:

Although we are not aware of any misuse of your information, C&J CPA values you and the security of your personal information and, as a safeguard, we have arranged for you to receive IDX identity protection services at no cost. IDX identity protection services include: <<membership offering length>> of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

How to Enroll: You can sign up online or via telephone

We encourage you to contact IDX with any questions and to enroll in free services by calling 1-833-752-0859 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is January 19, 2021.

We want to assure you that we are taking steps to prevent this kind of event from happening in the future. Since the incident, all affected passwords have been changed, online web access was disabled, and multi-factor authentication was implemented for remote access to the email account.

For More Information:

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the Enrollment Code at the top of this letter when calling or enrolling online, so please do not discard this letter. Please call 1-833-752-0859 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

Your trust is a top priority for us, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Karl H. Janhsen".

Karl H. Janhsen CPA/ABV
Vice President

Covati & Janhsen, CPAs, P.C.

(Enclosure)



Recommended Steps to help Protect your Information

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-833-752-0859 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

Covati & Janhsen CPAs, P.C.

C/O IDX
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-752-0859
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code:
<<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

October 19, 2020

Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of a data security incident experienced by Covati & Janhsen, CPAs, P.C. (“C&J CPA”) that may have impacted your personal information, including your name and Social Security number. We take the privacy and security of your information seriously, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

What happened and what information was involved:

We recently became aware of suspicious activity associated with one of its corporate email accounts. We conducted an investigation and hired independent computer forensic investigators to assist. The forensic investigators determined that an unauthorized user had gained access to one email account. Our forensic investigator conducted an in-depth review of the email account to determine what personal information may have been stored in the account, and to extract contact information of potentially affected individuals. From this review completed on July 24, 2020, it appears the email account may have contained your name, address, Social Security number, and financial account information. For a limited number of individuals, their date of birth and driver’s license number may also have been included, if such information was provided to us.

What we are doing and what you can do:

Although we are not aware of any misuse of your information, C&J CPA values you and the security of your personal information and, as a safeguard, we have arranged for you to receive IDX identity protection services at no cost. IDX identity protection services include: <<membership offering length>> of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

How to Enroll: You can sign up online or via telephone

We encourage you to contact IDX with any questions and to enroll in free services by calling 1-833-752-0859 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is January 19, 2021.

We want to assure you that we are taking steps to prevent this kind of event from happening in the future. Since the incident, all affected passwords have been changed, online web access was disabled, and multi-factor authentication was implemented for remote access to the email account.

For More Information:

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the Enrollment Code at the top of this letter when calling or enrolling online, so please do not discard this letter. Please call 1-833-752-0859 or go to <https://app.idx.us/account-creation/protect> for assistance or for any additional questions you may have.

Your trust is a top priority for us, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Karl H. Janhsen".

Karl H. Janhsen CPA/ABV
Vice President

Covati & Janhsen, CPAs, P.C.

(Enclosure)



Recommended Steps to help Protect your Information

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-833-752-0859 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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/>.

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.