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November 12, 2018

File No. 50031.461

**VIA E-MAIL**

Attorney General Gordon J. MacDonald  
Office of the Attorney General  
New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 03301  
Email: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

Re: Notice of Data Security Incident

Dear Attorney General MacDonald:

I represent Collier Heggerness & Bronk CPA's PS Inc ("Collier"), located in Gig Harbor, Washington. The purpose of this letter is to notify you pursuant to N.H. Rev. Stat. §§ 359-C:19 through C:21 that Collier recently learned that it experienced a data security incident that may have involved information for three New Hampshire residents. The information involved may include names, contact information, Social Security numbers, driver's license numbers, individual and business tax identification numbers, and financial account numbers.

On September 27, 2018, Collier was alerted by an IRS special agent that an unauthorized third party may have accessed personal information pertaining to the 2015 tax year for some of its clients. Upon learning of the incident, Collier undertook an immediate investigation and steps to protect its clients' personal information. These steps included changing passwords for all devices retaining a digital forensics firm and legal counsel to determine what information may have been involved and what additional steps can be taken to protect client information. Collier also reported the matter to local law enforcement and the FBI.

In addition, Collier has taken steps to protect any potentially impacted clients. Collier is notifying all clients whose information may have been accessed and is also providing them with information about steps they can take to protect their personal information. Furthermore, Collier is offering all potentially-affected clients credit monitoring services for 12 months through AllClear ID at no cost.

Attorney General Gordon J. MacDonald

November 12, 2018

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Collier is committed to protecting the sensitive information in its control. If you have any questions, please contact me at 971.334.7010 or [Simone.McCormick@lewisbrisbois.com](mailto:Simone.McCormick@lewisbrisbois.com).

Very truly yours,

*S. McCormick*

Simone McCormick of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl.: Consumer notification letter

DEA:SM



JOHN Q. SAMPLE  
1234 MAIN STREET  
ANYTOWN US 12345-6789

November 7, 2018

Subject: Notice of Data Security Incident

Dear John Sample:

We are writing to inform you of an incident that may have involved your personal information. At Collier Heggerness & Bronk CPA's PS Inc, we take the privacy and security of our clients' information very seriously. That is why we are contacting you, informing you about steps that can be taken to protect your personal information, and offering you free credit monitoring services for 12 months.

**What Happened?** On September 27, 2018, we learned that an unauthorized third party may have accessed personal information pertaining to the 2015 tax year for some of our clients. Upon learning of the incident, we took immediate steps to protect our clients' personal information. We retained a digital forensics firm and legal counsel to determine what information may have been involved and what additional steps can be taken to protect our clients' information. In addition, we reported the matter to law enforcement. We are notifying all clients whose information may have been accessed and we are providing them with steps to take to protect their personal information. We are also offering all potentially affected clients credit monitoring services for 12 months through AllClear ID.

**What Information Was Involved?** The information involved may include names, contact information, Social Security numbers, driver's license numbers, individual and business tax identification numbers, and financial account numbers.

**What We Are Doing.** Upon learning of the incident, we took the steps referenced above. We are also notifying you of the incident and providing you with steps you can take to protect your personal information. As an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

**AllClear Identity Repair:** This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-877-263-8001 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

**AllClear Fraud Alerts with Credit Monitoring:** This service offers the ability to set, renew, and remove 90-day fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. To enroll in this service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) or by phone by calling 1-877-263-8001 using the following redemption code: Redemption Code.

Please note: Following enrollment, additional steps are required by you in order to activate your phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may also be required in order to activate your monitoring options.



**What You Can Do.** You can follow the steps recommended on the following page to further protect your personal information. You can also call 1-877-263-8001 with any questions and enroll in the free services noted above or by going to [enroll.allclearid.com](http://enroll.allclearid.com) and using the enrollment information above.

**For More Information.** Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, call 1-877-263-8001, 6:00 a.m. to 6:00 p.m., PST, Monday through Saturday. Please have your enrollment code ready.

We take the privacy and security of your information very seriously. We sincerely regret any concern or inconvenience this may cause you.

Sincerely,

*Collier Heggerness & Brunk PS Inc*

## STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

| TransUnion   | Experian   | Equifax  | Free Annual Report   |
|--|--|--|--|
| P.O. Box 1000<br>Chester, PA 19016<br>1-877-322-8228<br><a href="http://www.transunion.com">www.transunion.com</a> | P.O. Box 9532<br>Allen, TX 75013<br>1-888-397-3742<br><a href="http://www.experian.com">www.experian.com</a> | P.O. Box 105851<br>Atlanta, GA 30348<br>1-800-525-6285<br><a href="http://www.equifax.com">www.equifax.com</a> | P.O. Box 105281<br>Atlanta, GA 30348<br>1-877-322-8228<br><a href="http://www.annualcreditreport.com">annualcreditreport.com</a> |

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** In some U.S. states, you have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. As of September 21, 2018, credit reporting agencies may no longer charge fees in connection with the placement or removal of a security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Residents of Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

| Federal Trade Commission   | Maryland Attorney General   | North Carolina Attorney General   | Rhode Island Attorney General  |
|--|---|---|--|
| 600 Pennsylvania Ave, NW<br>Washington, DC 20580<br><a href="http://consumer.ftc.gov">consumer.ftc.gov</a> , and<br><a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a><br>1-877-438-4338 | 200 St. Paul Place<br>Baltimore, MD 21202<br><a href="http://oag.state.md.us">oag.state.md.us</a><br>1-888-743-0023 | 9001 Mail Service Center<br>Raleigh, NC 27699<br><a href="http://ncdoj.gov">ncdoj.gov</a><br>1-877-566-7226 | 150 South Main Street<br>Providence, RI 02903<br><a href="http://www.riag.ri.gov">http://www.riag.ri.gov</a><br>401-274-4400 |

You also have certain rights under the Fair Credit Reporting Act (FCRA), including the right to know what is in your file, to dispute incomplete or inaccurate information, and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).

