

February 7, 2019

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Sent Via Regular Mail

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

Re: Data Security Incident

Dear Attorney General MacDonald:

We represent Town of Concord, Massachusetts with respect to an incident involving the potential exposure of certain personal information described in detail below.

1. Nature of the possible security breach or unauthorized use or access

On January 28, 2019 a Police Department employee inadvertently posted a private, internal version of the Concord Police log on the Town of Concord's website. The weekly log typically contains information about police incidents and calls for service. In this case, an employee mistakenly posted a version containing names, addresses, dates of birth, driver's license numbers and Social Security numbers of individuals involved in recent police activities. Upon discovering this error on January 29, 2019, the Town of Concord immediately removed the police log from the website and requested that major search engines remove archived copies of the web page.

2. Number of New Hampshire residents potentially affected

Approximately three (3) New Hampshire residents were affected in this potential incident. The Town of Concord sent the potentially impacted individuals a letter notifying them of this incident on February 7, 2019. A copy of the notification sent to the potentially impacted individuals is included with this letter, which informs these New Hampshire residents about the 12 months of credit monitoring and identity theft protection services that is being offered to them.

3. Steps Town of Concord has taken or plans to take relating to the potential incident

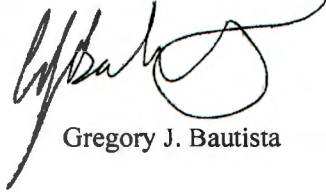
The Town of Concord has taken steps to prevent a similar incident from occurring in the future, including reviewing and revising its log file creation and website posting procedures.

4. Other notification and contact information

If you have any additional questions, please contact me at Gregory.Bautista@wilsonelser.com or (914) 872-7839.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP



Gregory J. Bautista



CONCORD POLICE DEPARTMENT

219 WALDEN STREET
P.O. BOX 519
CONCORD, MASSACHUSETTS 01742
TEL: (978) 318-3400 • FAX: (978) 369-8420
EMAIL: joconnor@concordma.gov

JOSEPH F. O'CONNOR
CHIEF OF POLICE

February 7, 2019

[First Name][Last Name]

[Address 1]

[Address 2]

Activation Code: <<Activation Code>>

Dear [First Name][Last Name]:

I am writing to inform you of an incident that may have resulted in the disclosure of your personal information. We take the security of your information very seriously and sincerely apologize for any concern this incident may cause.

On January 28, 2019, a Police Department employee inadvertently posted a private, internal version of the Concord Police log on the Town of Concord's website, www.concordma.gov. The weekly log typically contains information about police incidents and calls for service. In this case, the version that was posted in error contained personal information of individuals involved in recent police activities, and may have contained your name, address, date of birth, driver's license number and Social Security number. Upon discovering this error on January 29, 2019, we immediately removed the police log from the website and requested that major search engines remove archived copies of the web page.

At this time, there is no indication that your information has been misused. As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year by TransUnion Interactive, a subsidiary of TransUnion,[®] one of the three nationwide credit reporting companies.

How to Enroll: You can sign up online or via U.S. mail delivery.

- To enroll in this service, go to the *myTrueIdentity* website at **www.MyTrueIdentity.com** and, in the space referenced as "Enter Activation Code," enter the 12-letter Activation Code **<<Insert Unique 12-letter Activation Code>>** and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode **697085** and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and May 31, 2019. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

We encourage you to enroll in myTrueIdentity. In addition, we recommend you take the following steps as soon as possible:

- Call the toll-free numbers of any one of the three major credit bureaus (above) to place a fraud alert on your credit report. This can help prevent an identity thief from opening additional accounts in your name. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will automatically be notified to place alerts on your credit report, and all three reports will be sent to you free of charge.
- Order your credit reports. By establishing a fraud alert, you will receive a follow-up letter that will explain how you can receive a free copy of your credit report. When you receive your credit report, examine it closely and look for signs of fraud, such as credit accounts that are not yours.
- Continue to monitor your credit reports. Even though a fraud alert has been placed on your account, you should continue to monitor your credit reports to ensure an imposter has not opened an account with your personal information.
- Review your payment card statements carefully. Look for credit or debit card charges you do not recognize. If you find fraudulent charges, contact your credit card company or bank right away, report the fraud, and request a new payment card number.

Enclosed is a packet which contains additional information and can be used should you experience unusual activity on an account or should you have concerns about identity theft. Please contact Lieutenant Morahan or Detective Sergeant Young if you need any further assistance.

The Concord Police Department prides itself on the service we deliver to the community. We want to assure you that we remain dedicated to protecting your personal information, and are taking steps to ensure this does not happen again.

We sincerely regret any inconvenience that this incident may cause you. Should you have any questions or concerns about this incident, please contact Lieutenant Joseph Morahan jmorahan@concordma.gov (978-318-3404) or Detective Sergeant Jeffrey Young jyoung@concordma.gov (978-318-3409) for more information.

Sincerely,

Joseph O'Connor
Chief of Police
Concord Police Department

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

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

Rhode Island Office of the Attorney General
Consumer Protection
150 South Main Street
Providence RI 02903
1-401-274-4400
www.riag.ri.gov

North Carolina Office of the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Ave, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf) or Experian (<https://www.experian.com/fraud/center.html>). 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a freeze. You may obtain a free security freeze by contacting any one or more of the three national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.