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STATE OF NH  
DEPT OF JUSTICE  
2016 MAY 17 AM 10:02

May 16, 2016

**VIA OVERNIGHT MAIL**

Attorney General Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**RE: Conway Group, Inc.**

Dear Attorney General Foster:

The undersigned represents Conway Group, Inc. ("Conway"). I am writing on behalf of Conway to notify you of a security incident involving unauthorized access to personal information that affected 143 New Hampshire residents.

On May 11, 2016, Conway learned that a Conway employee was the target of a "phishing" attack on April 29, 2016. The employee received an e-mail from a "spoofed" e-mail address, which asked for employees' W-2 information. The employee, believing the e-mail to be a legitimate request from a Conway executive, responded to the e-mail. As a result of this "phishing" incident, Conway employees' federal form W-2s, which include name, address, and social security number, may have been exposed to an unknown and unauthorized party.

Conway is working with both the Internal Revenue Service and the Federal Bureau of Investigation regarding this incident, and is working to prevent similar incidents from happening in the future, including reinforcing the importance of employee security awareness.

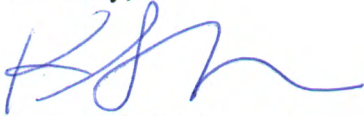
The security of its employees' information is important to Conway. As a precaution, Conway has offered credit monitoring and identity theft protection services through Experian's ProtectMyID for a twelve (12) month period.

This week, Conway will send a letter to each affected person notifying them of this incident and informing them of the breach. The form of the notification letter to be sent to the affected persons in New Hampshire is enclosed.

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If you should have any additional questions or need further information regarding this incident please do not hesitate to contact me at 585-263-1332.

Sincerely,



Kathryn A.F. Martinez

Enclosure

[Company Logo]

[Return Address]

[Date]

[Insert Recipient's Name]

[Insert Address]

[Insert City, State, Zip]

***RE: Important Security and Protection Notification  
Please read this entire letter.***

Dear [Insert customer name]:

We are contacting you regarding a data security incident that occurred on April 29, 2016, but that was discovered May 11, 2016. As a result of a cyber-attack, your Conway Group, Inc. W-2 form may have been exposed to an unidentified third-party. Please be assured that we have taken every step necessary to address the incident and that we are committed to fully protecting all of the information that you have entrusted to us.

While we are not aware of the extent of misuse of this information, it is always a good idea to protect against possible identity theft. As a precaution, we recommend you carefully and regularly review all your credit card and other financial information, including tax records. If you find any unauthorized or suspicious activity, you should contact your credit card company, bank or the IRS immediately (use form 14039 found on IRS.gov). You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities.

Please be assured that we take protection of your personal information very seriously and are taking steps to prevent a similar occurrence.

**What we are doing to protect your information:**

To help protect your identity, we are providing a **complimentary** one-year membership of Experian's® ProtectMyID® Elite. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

**Activate ProtectMyID Now in Three Easy Steps**

1. **ENSURE That You Enroll By:** [date] (Your code will not work after this date.)
2. **VISIT the ProtectMyID Web Site to enroll:** [www.protectmyid.com/enroll](http://www.protectmyid.com/enroll)
3. **PROVIDE Your Activation Code:** [code]

If you have questions or need an alternative to enrolling online, please call 877-441-6943 and provide engagement #: [engagement number].

**ADDITIONAL DETAILS REGARDING YOUR {12-MONTH} PROTECTMYID MEMBERSHIP:**

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily 3 Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax®, and TransUnion® credit reports.
  - **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
  - **Change of Address:** Alerts of any changes in your mailing address.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance\*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-441-6943.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to the final page of this letter.

We sincerely apologize for this incident, regret any inconvenience it may cause you and encourage you to take advantage of the product outlined herein. Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact Alicia Ramos at 800-343-7777.

Sincerely,

*Paul Mosley*

Paul Mosley  
President  
The Conway Group

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

### ➤ PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE

An **initial 90 day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

**Equifax**  
1-800-525-6285  
www.equifax.com

**Experian**  
1-888-397-3742  
www.experian.com

**TransUnion**  
1-800-680-7289  
www.transunion.com

### ➤ PLACE A SECURITY FREEZE ON YOUR CREDIT FILE

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report in connection with new credit application, which will prevent them from extending credit. A security freeze generally does not apply to circumstances in which you have an existing account relationship and a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

### ➤ ORDER YOUR FREE ANNUAL CREDIT REPORTS

Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228.

Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

### ➤ MANAGE YOUR PERSONAL INFORMATION

Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with and shredding receipts, statements, and other sensitive information.

### ➤ USE TOOLS FROM CREDIT PROVIDERS

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

### ➤ OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF

- Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding protecting your identity.
- The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).