

# BakerHostetler

## Baker&Hostetler LLP

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June 28, 2021

### VIA E-MAIL (DOJ-CPB@DOJ.NH.GOV)

Attorney General Gordon MacDonald  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

*Re: Incident Notification*

Dear Attorney General MacDonald:

We are writing on behalf of our client, Cove Risk Services (“Cove”), to notify you of a security incident involving 18 New Hampshire residents.

On June 8, 2021, Cove concluded its investigation of a data security incident that involved unauthorized access to one employee’s email account. Upon first suspecting unauthorized access to the employee’s email account, Cove immediately secured the account and launched an investigation. In connection with that investigation, Cove learned that an unauthorized party gained access to the employee’s email account between April 8, 2021 and April 9, 2021. Cove’s investigation was unable to determine whether the unauthorized party actually viewed any emails or attachments in the account. Out of an abundance of caution, Cove reviewed the emails and attachments in the account to identify individuals whose information may have been accessible to the unauthorized party. Cove determined that an email or attachment contained the personal information of 18 New Hampshire residents, including the residents’ name, Social Security numbers, and/or driver’s license numbers.

On June 28, 2021, Cove is providing written notice via United States Postal Service First Class mail to the New Hampshire residents whose personal information was potentially accessed by an unauthorized party.<sup>1</sup> Cove is offering eligible individuals a complimentary one-year membership in credit monitoring and identity theft protection services through Experian. Cove has encouraged the affected residents to monitor their account statements and credit reports for fraud. Cove has

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<sup>1</sup> This notice does not waive Cove’s objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this incident.

June 28, 2021

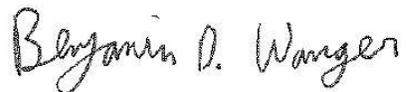
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also established a dedicated, toll-free call center where all individuals may obtain more information regarding the incident.

To help prevent a similar incident from occurring in the future, Cove implemented additional security measures to enhance the security of its network and retrained its employees concerning data security.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "Benjamin D. Wanger". The signature is written in a cursive style with a large initial 'B'.

Benjamin D. Wanger  
Counsel

Enclosure

Cove Risk Services, LLC Mail  
Handling Services  
777 E Park Dr  
Harrisburg, PA 17111



<<First Name Last Name>>  
<<Address 1, City, State Zip>>

<<Mailing Date>>

Dear <<First Name Last Name>>:

Cove Risk Services LLC is committed to protecting the privacy and security of the information we maintain. We are writing to inform you about a data security incident that may have involved some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

Cove Risk recently concluded its investigation of an incident that involved unauthorized access to an employee's email account. Upon first suspecting unauthorized access to the employee's email account, we immediately secured the account and launched an investigation.

In connection with that investigation, we learned that an unauthorized party gained access to the employee's email account between April 8, 2021 and April 9, 2021. Our investigation was unable to determine whether the unauthorized party actually viewed any emails or attachments in the account. In an abundance of caution, we reviewed the emails and attachments contained in the email account to identify individuals whose information may have been accessible to the unauthorized party, and on June 8, 2021, we determined that the account included an email and/or attachment containing your <<variable data>>.

To date, we are unaware of any misuse of the information maintained in the employee's email account. Nor do we have any evidence that any emails or attachments containing your information were actually viewed. However, we want to let you know this happened and assure you that we take this very seriously. As a precaution, we have secured the services of Experian® to offer you a complimentary one-year membership in Experian's IdentityWorks<sup>SM</sup>. This product helps detect possible misuse of your information and provides you with identity protection support focused on immediate identification and resolution of identity theft. IdentityWorks is completely free and enrolling in this program will not hurt your credit score. **For more information on IdentityWorks, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect your information, please see the pages that follow this letter.** We encourage you to remain vigilant by reviewing your financial account statements for any unauthorized activity. If you see charges or activity you did not authorize, please contact your financial institution immediately.

We regret any concern this incident may cause you. To help prevent a similar incident from occurring in the future, we have implemented additional security measures to enhance the security of our network and retrained our employees concerning data security. If you have any questions, please call our dedicated call center at 888-675-0090 Monday through Friday from 8am to 5pm, EST.

Sincerely,

A handwritten signature in black ink, appearing to read 'Catherine Geoffroy', written in a cursive style.

Catherine Geoffroy  
Executive Vice President and Chief Financial Officer

## EXPERIAN CREDIT MONITORING ENROLLMENT INSTRUCTIONS

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. 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 IdentityWorks Credit 3B Now in Three Easy Steps**

1. ENROLL by: **09/10/2021** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: [link](#)
3. PROVIDE the **Activation Code**: [code](#)

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.288.8057. Be prepared to provide engagement number **XXXXXX** as proof of eligibility for the identity restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 12 MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at <https://www.experianidworks.com/3bcredit>  
or call 877.288.8057 to register with the activation code above.**

**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 [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, 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 877.288.8057.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdiction

## ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**Fraud Alerts:** There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

**Credit or Security Freezes:** You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

*How do I place a freeze on my credit reports?* There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com)
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

*How do I lift a freeze?* A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

You may contact Cove Risk Services LLC via U.S. mail at 35 Braintree Hill Office Park, Braintree, MA 021854 or via telephone at 781-843-0005.

### **Additional Information for Residents of the Following States**

**New York:** You may contact and obtain information from these state agencies:

- New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>
- New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

**North Carolina:** You may contact and obtain information from your state attorney general at: North Carolina Attorney General's Office, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, [www.ncdoj.gov](http://www.ncdoj.gov)

**Rhode Island:** This incident involves 24 individuals in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: Rhode Island Attorney General's Office, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, [www.riag.ri.gov](http://www.riag.ri.gov)