

STATE OF NH
DEPT OF JUSTICE

2018 APR 30 PM 3: 58

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April 27, 2018

Via Overnight Mail

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

Re: Incident Notification

Dear Attorney General Foster:

I am writing on behalf of our client, CPT Group, Inc. ("CPT"), to notify you of a security incident involving New Hampshire residents. CPT is a class action settlement administrator that sends settlement notices to class members, answers questions class members may have, and processes settlement payments. To accomplish this function, CPT is provided with necessary data about class members, including certain types of personal information.

CPT notified the parties that provided CPT with the data involved in the incident on April 3, 2018. For each party that provided CPT data, CPT offered to provide notification to the potentially affected individuals, as well as complimentary credit monitoring services, call center services, and required regulator notifications. Pursuant to the requests of affected parties, CPT is now providing notice of the incident to potentially affected class members and applicable regulatory agencies.

The affected parties that provided CPT with data were notified shortly after CPT completed its investigation of a phishing email incident. The investigation, conducted with the assistance of a computer forensics firm, determined that an unknown individual had access to a CPT employee's email account from November 22, 2017 through December 8, 2017. Although, to date, CPT does not know if any sensitive personal information was accessed without permission, it is providing notification to potentially affected individuals out of an abundance of caution. The information that could have been accessed in the affected employee's account includes the names, addresses, and Social Security numbers of thirteen New Hampshire residents.

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On April 27, 2018, CPT began mailing written notifications to potentially affected class members.¹ These individuals include thirteen² New Hampshire residents who were notified of the incident in writing in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the enclosed letter.³ CPT is offering the potentially affected individuals a complimentary one-year membership in credit monitoring and identity theft protection services from Kroll. CPT has also provided a telephone number for potentially affected individuals to call with any questions they may have. CPT provided notice to the individuals as soon as possible and without unreasonable delay after CPT received affirmative responses from the parties who were sent CPT's offer to send notifications to the potentially affected individuals.

To help prevent something like this from happening in the future, CPT has taken steps to enhance its existing network and email security, including implementing multi-factor authentication, and is re-educating and training its employees to help prevent a similar incident from happening in the future.

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

Sincerely,



Eric A. Packel
Partner

Enclosure

¹ These individuals are associated with the following class actions:

Morgan v. Citizens Business Bank; Reyes v. Gymboree Operations, Inc.; Elsken v. L'Occitane, Inc.; Jones v. St. Paul Episcopal Home, Inc.; Shiferaw, et al. v. Sunrise Senior Living Management, Inc.; and Cuellar v. Towne Park, LLC.

² Because other parties have not yet responded to CPT's offer to notify potentially affected individuals, additional New Hampshire residents may need to be notified. If so, we will supplement this notice.

³ This report is not, and does not constitute, a waiver of CPT's objection that New Hampshire lacks personal jurisdiction regarding the company related to this matter.



April 27, 2018

CPT ID: <<ID>>
<EmployeeName>
<Address>
<City>, <State> <Zip>

Dear <FullName>:

CPT Group Inc. (“CPT”) understands the importance of protecting the information it maintains. Regrettably, we write to inform you of a recent incident that may have involved your personal information, which was provided to CPT in connection with the <<CaseName>> class action settlement. This notice explains the incident, measures we have taken, and some steps you can take in response.

CPT is a class action settlement administrator. We send settlement notices to class members, answer questions class members may have, and processes settlement payments. To accomplish this function, we are provided with necessary data about class members, including certain types of personal information.

On February 8, 2018, CPT learned through its ongoing forensics investigation of a phishing email incident that certain emails and attachments could have potentially been accessed by an unauthorized person. The investigation, conducted with the assistance of a computer forensics firm, determined that an unknown individual had access to a CPT employee’s email account from November 22, 2017 through December 8, 2017. While some of the attachments were encrypted and/or password protected spreadsheets, CPT could not rule out the possibility that the spreadsheet passwords may have also been available to the attacker. Although, to date, we do not know that any of your sensitive personal information was accessed without permission, we are providing you this notification out of an abundance of caution. The information that could have been accessed in the affected employee’s account includes your name, address, and Social Security number.

We are notifying you so that you can take appropriate steps to protect yourself and to offer you a complimentary one-year membership to Kroll Identity Monitoring. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. For more information on identity theft prevention and Kroll Identity Monitoring, including instructions on how to activate your complimentary one-year membership, please visit the below website.

Visit my.idmonitoringservice.com to activate and take advantage of your identity monitoring services.

You have until **July 26, 2018** to activate your identity monitoring services.

Membership Number: <<Member ID>>

We sincerely regret that this incident occurred. In addition to providing you notice of the incident, CPT has taken substantial steps to enhance its existing network and email security, including implementing multi-factor authentication, and is re-educating and training its employees to help prevent a similar incident from happening in the future.

If you have questions about this incident or the recommended next steps, please call toll-free 1-833-219-9086 Monday through Friday between 8:00 am and 5:30 pm Pacific Time.

Sincerely,

Julie Green
Senior V.P. of Operations
CPT Group, Inc.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

Even if you choose not to take advantage of this free credit monitoring, we recommend that you remain 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 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, 1-800-685-1111
Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, 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

You may contact and obtain information from the Maryland Attorney General's Office at:

Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us,
1-888-743-0023 (toll free when calling within Maryland) or 1-410-576-6300 (for calls originating outside
Maryland)

You may contact and obtain information from the North Carolina Attorney General's Office at:

North Carolina Attorney General, 9001 Mail Service Center, Raleigh, NC 27699, www.ncdoj.gov,
1-919-716-6400 or toll free at 1-877-566-7226