WILSON ELSER
WILSON ELSER MOSKOWITZ EDELMAN & DICKER LLP

March 7, 2017

Gregory J. Bautista
914.872.7839 (direct)
Gregory.Bautista@wilsonelser.com

Attorney General Joseph A. Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

STATE OF NH
DEPT OF JUSTICE
2017 MAR 10 AM 11:17

Re: Data Security Incident

Dear Attorney General Foster:

We represent Crotched Mountain Foundation, Inc. ("Crotched Mountain") with respect to an incident involving the potential exposure of certain personal information described in detail below.

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

On February 17, 2017, Crotched Mountain was the target of an email phishing attack when an employee received a request that appeared to be from a Crotched Mountain Executive, requesting copies of employees' wage and tax statements. The employee responded to the request and sent copies of the information for the year 2016, which contained employees' personally identifiable information ("PII"). Upon learning of this incident, Crotched Mountain immediately contacted law enforcement and alerted all employees of this incident.

2. Number of New Hampshire residents affected

Approximately 1,561 New Hampshire residents were affected in this incident. The potentially impacted individuals were sent letters notifying them of this incident on March 7, 2017. A copy of the notification sent to current and former employees is included with this letter, which informs these New Hampshire residents about the 2 years of credit monitoring and identity theft protection services that is being offered to them, and recommends that they submit a Form 14039 Identity Theft Affidavit to the IRS.

3. Steps you have taken or plan to take relating to the incident

Upon learning of this incident, Crotched Mountain immediately alerted law enforcement authorities and took steps to inform all current and former employees of this incident. In addition, Crotched Mountain has taken steps to prevent similar events from occurring in the future, including reviewing and revising its information security policies and procedures to minimize the risk of similar events in the future.

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

CROTCHED
MOUNTAIN

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<ZipCode>>

<<Date>> (Format: Month Day, Year)

Dear <<MemberFirstName>> <<MemberLastName>>,

I am writing to follow up on my February 17th message about an email phishing scam at Crotched Mountain Foundation that may have resulted in the disclosure of your personal information, including your name and Social Security number. We take the security of your information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains additional information about steps you can take to protect your information and resources we are making available to help you.

On February 17, 2017, Crotched Mountain was the target of an email phishing scam when an employee received a request that appeared to be from a Crotched Mountain Executive, requesting copies of employees' wage and tax statements. The employee responded to the request and sent copies of the information for the year 2016. The documents sent included your name, address, Social Security number and income information for 2016. Upon learning of this incident, we immediately contacted law enforcement and alerted you of this incident. We are also offering to reimburse you for costs up to $30.00 to place a credit bureau freeze. Additionally, we recommend that you complete Form 14039 Identity Theft Affidavit and submit it to the IRS if you have not done so already. We can assist you with completing that paperwork.

To help relieve concerns and restore confidence following this incident, we have also secured the services of Kroll to provide identity monitoring at no cost to you for two years. 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, Web Watcher, Public Persona, Quick Cash Scan, $1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit **kroll.idmonitoringservice.com** to activate and take advantage of your identity monitoring services.
*You have until **June 7, 2017** to activate your identity monitoring services.*
Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-855-667-7933. Additional information describing your services is included with this letter.

We want to assure you that we have taken steps to prevent a similar event from occurring in the future, including reviewing and revising our information security policies and procedures to minimize this risk in the future.

We sincerely regret any inconvenience that this incident may cause you, and remain dedicated to protecting your personal information. Should you have any questions or concerns, please call 1-855-667-7933, Monday through Friday from 9:00 a.m. to 6:00 p.m. Eastern Time. One final note: You may see a small blip in your bank statement as we change payroll providers. You will see a transfer of either $0.00 or $0.01 under the company name "PAYLOCITY." This is a standard test for direct deposit and is not related to the data issue.

Sincerely,

Mike Coughlin
Crotched Mountain Foundation
Chief Executive Officer

93000E-0317

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 nationwide three 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, as well as the Federal Trade Commission.

For residents of Maryland, 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

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 Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/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 at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three credit bureaus is below.

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, 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. The consumer reporting agency may charge a small fee to place, life, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.equifax.com/help/credit-freeze/en_cp

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

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
www.transunion.com

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

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services[1] from Kroll:

Credit Monitoring through TransUnion

You'll 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.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you'll receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You'll receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to $1 million in legal costs for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

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 will do most of the work for you. Your investigator can dig deep to uncover all aspects 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.

CROTCHED
MOUNTAIN

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<ZipCode>>

<<Date>> (Format: Month Day, Year)

Dear <<MemberFirstName>> <<MemberLastName>>,

I am writing to you regarding an email phishing scam at Crotched Mountain that may have resulted in the disclosure of your personal information, including your name and Social Security number. You are receiving this letter because you were an employee of Crotched Mountain during 2016. We take the security of your information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains additional information about steps you can take to protect your information and resources we are making available to help you.

On February 17, 2017, Crotched Mountain was the target of an email phishing scam when an employee received a request that appeared to be from a Crotched Mountain Executive, requesting copies of employees' wage and tax statements. The employee responded to the request and sent copies of the information for the year 2016. The documents sent included your name, address, Social Security number and income information for 2016. Upon learning of this incident, we immediately contacted law enforcement and alerted you of this incident. Additionally, we recommend that you complete a Form 14039 Identity Theft Affidavit and submit it to the IRS.

We have also secured the services of Kroll to provide identity monitoring at no cost to you for two years. 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, Web Watcher, Public Persona, Quick Cash Scan, $1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit **kroll.idmonitoringservice.com** to activate and take advantage of your identity monitoring services.
*You have until **June 7, 2017** to activate your identity monitoring services.*
Membership Number: <<Member ID>>

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We want to assure you that we have taken steps to prevent a similar event from occurring in the future, including reviewing and revising our information security policies and procedures to minimize this risk in the future.

We sincerely regret any inconvenience that this incident may cause you, and remain dedicated to protecting your personal information. Should you have any questions or concerns, please call 1-855-667-7933, Monday through Friday from 9:00 a.m. to 6:00 p.m. Eastern Time.

Sincerely,

Mike Coughlin
Crotched Mountain Foundation
Chief Executive Officer

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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 nationwide three 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, as well as the Federal Trade Commission.

For residents of Maryland, 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

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 Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/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 at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three credit bureaus is below.

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Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.equifax.com/help/credit-freeze/en_cp

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

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
www.transunion.com

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

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