

VIA EMAIL: DOJ-CPB@DOJ.NH.GOV

The Honorable John Formella
Office of the Attorney General
State of New Hampshire
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

May 21, 2021

Re: Security Incident Notification

Dear Attorney General Formella:

I am writing to you on behalf of Custom Benefit Programs, Inc., an Aon Company (“Custom Benefits Programs”, “we”, “our”), to provide notice, pursuant to N.H. Rev. Stat. Ann. §§ 359-C:19 *et seq.*, regarding an incident involving 12 New Hampshire residents.

Custom Benefit Programs anticipates providing notice to the affected New Hampshire residents by mail on or about May 21, 2021, offering a 12-month subscription to identity theft prevention and restoration services through Equifax, at no charge. A sample of the notification letter is enclosed.

Our investigation is ongoing and the information provided in this letter with respect to the security incident may change should additional relevant information be discovered.

If you have any questions, please feel free to contact me at 215.656.2453 or Ron.Plesco@us.dlapiper.com.

Respectfully submitted,

A handwritten signature in blue ink that reads "Ron Plesco". The signature is written in a cursive style with a large initial "R" and "P".

Ron Plesco
Partner



Aon Corporation
MSC# 17510
Attention: Privacy Office
PO Box 1447
Lincolnshire IL 60069

May 20, 2021

000001

First Last
Address Line 1
City State Zip Code

RE: Important Security Notification
Please read this entire letter.

Dear First,

We are writing to inform you that on April 7, 2021, Custom Benefit Programs, Inc., an Aon Company (“Aon,” “we,” or “us”) discovered that some Thomson Reuters data maintained in our systems for your voluntary benefits enrollment, which includes your personal information, was disclosed and accessed in a manner that was not authorized.

What happened at Aon?

On April 7, 2021, in the course of our operations, we reviewed the emails of a former employee and discovered that a file containing Thomson Reuters employee benefit data was accessed and improperly sent to personal email addresses belonging to an unauthorized third party.

Upon discovery of this incident, we promptly investigated. The investigation is still ongoing. To date, we have determined that on December 17, 2020, the then-current employee shared the file containing your personal information with one external individual who was not authorized to receive it. The Aon employee who is the subject of this incident has since been terminated.

Based on our internal investigation, we have no evidence to suggest that either individual actually used your personal information for an otherwise improper or harmful purpose. We have resolved this incident, and we are making improvements to strengthen our security controls. In an abundance of caution, we are sharing important steps that you can take to reduce the potential risk of fraud and/or identity theft. Please see below for more information.

What type of data was exposed as a result of this incident?

Personal information pertaining to benefits offered by Thomson Reuters, including data elements such as an employee’s name, address, social security number, and compensation details.

Who can I contact if I have additional questions about this incident?

Should you have additional questions or concerns related to this incident, please contact our call center at **866-547-2748**.

What can you do to protect your personal information?

First, please know that protecting your personal information is something that Aon takes very seriously. We hope to continue our partnership with Thomson Reuters, and we are making improvements to strengthen our privacy and security controls.

Second, to help protect your identity and credit information, Aon has arranged for you to receive free credit monitoring for twelve (12) months (see enclosed instructions). If you enroll, you will receive communications detailing any key changes to your credit report.

We sincerely regret any inconvenience caused by this incident.

Sincerely,

Custom Benefit Programs, Inc., an Aon Company



EQUIFAX CREDIT MONITORING INSTRUCTIONS

To enroll in this service, please contact Equifax with the below Activation Code before August 30,2021 by visiting the website or calling the phone number listed below:

Website enrollment: **www.equifax.com/activate**

Phone enrollment: **866-547-2748**

Your Activation Code: XXXXXXXXXX

The Federal Trade Commission (FTC) recommends that you remain vigilant by checking your credit reports periodically. Checking your credit reports periodically can help you spot problems and address them quickly. You can also order free copies of your annual reports through www.annualcreditreport.com You should monitor your financial accounts for any suspicious activity. For more information about steps you can take to reduce the likelihood of identity theft or fraud, call 1-877-ID-THEFT (877-438-4338), visit the FTC's website at www.ftc.gov/bcp/edu/microsites/idtheft or write to: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. However, if you believe you are the victim of identity theft, you should immediately contact your local law enforcement agency, your state's attorney general, or the FTC.

Contact Information for Consumer Reporting Agencies and Information on Credit Report Fraud Alerts

You may also place a fraud alert on your credit file free of charge. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You can call any one of the three major credit bureaus at the contact information below or place fraud alerts online at the websites below. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts.

	Experian	Equifax	TransUnion
Phone	1-888-397-3742	1-800-525-6285 or 1-888-766-0008	1-800-680-7289
Address	Experian Fraud Division PO Box 9554 Allen, TX 75013	Equifax Fraud Division PO Box 740256 Atlanta, GA 30374	TransUnion LLC PO Box 2000 Chester, PA 19016
Online Credit Report Fraud Alert Form	www.experian.com/fraud/center.html	www.equifax.com/personal/credit-report-services	www.transunion.com/fraud-alerts

Information on Security Freezes

In addition to a fraud alert, you may place a security freeze on your credit file. A security freeze will block a credit bureau from releasing information from your credit report without your prior written authorization. Please be aware that it may delay, interfere with, or prevent the timely approval of any requests you make for new loans, mortgages, employment, housing or other services. The fees for placing a security freeze vary by state, and a consumer reporting agency may charge a fee of up to \$10.00 to place a freeze or lift or remove a freeze.

To place a security freeze on your credit report, you may send a written request to **each** of the major consumer reporting agencies by regular, certified, or overnight mail. You can also place security freezes online by visiting **each** consumer reporting agency online.

	Experian	Equifax	TransUnion
Address	Experian Security Freeze PO Box 9554 Allen, TX 75013	Equifax Security Freeze PO Box 105788 Atlanta, Georgia 30348	TransUnion LLC PO Box 2000 Chester, PA 19016
Online Security Freeze Form	www.experian.com/freeze/center.html	www.equifax.com/personal/credit-report-services	www.transunion.com/credit-freeze

State-Specific Information

If you are a resident of the following states, the following information applies to you.

For residents of Maryland, New York, North Carolina, Rhode Island, the District of Columbia: For information on how to avoid identity theft or to contact your state's attorney general, please use the below information.

Maryland Attorney General	North Carolina Attorney General	Rhode Island Attorney General
1 (888) 743-0023 www.oag.state.md.us Attorney General of Maryland 200 St. Paul Place Baltimore, MD 21202	1-877-566-7226 www.ncdoj.gov Attorney General's Office 9001 Mail Service Center Raleigh, NC 27699-9001	(401) 274-4400 www.riag.ri.gov Rhode Island Office of the Attorney General 150 South Main Street Providence, RI 02903
District of Columbia Attorney General	New York Attorney General	
(202) 727-3400 www.oag.dc.gov Office of the Attorney General for the District of Columbia 441 4th St. NW Washington, DC 20001	1-800-771-7755 www.ag.ny.gov Office of the Attorney General The Capitol Albany, NY 12224-0341	

For residents of New Mexico: You have rights under the federal Fair Credit Reporting Act (FCRA). These include: the right to access information in your consumer file at a consumer reporting agency; to dispute incomplete or inaccurate information in your consumer file at a consumer reporting agency; to have consumer reporting agencies correct or delete inaccurate information in your consumer file; the right to block information in your consumer file that is the result of identity theft; and the right to have a fraud alert placed on your consumer file (as described above). For more information, please visit www.consumer.ftc.gov or www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf



For residents of Rhode Island: Under Rhode Island law, you have the right to obtain a police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Based on our investigation to date, we believe this incident impacts 11,731 U.S. employees (current and separated) of Thomson Reuters.