



Dartmouth-Hitchcock

STATE OF NH  
DEPT OF JUSTICE

2015 FEB -2 PM 12:07

Dartmouth-Hitchcock

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Lebanon, NH 03756-0001

Phone (603) 650-7676

Dartmouth-Hitchcock.org

January 28, 2015

Attorney General Michael A. Delaney  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Re: Dartmouth-Hitchcock Medical Center – Incident Notification

Dear Attorney General Delaney:

I write to notify you of a data privacy incident at Dartmouth-Hitchcock (“D-H”) that has affected the security of personal information of one New Hampshire resident. D-H’s investigation is ongoing and this notification will be supplemented with any new significant facts or findings subsequent to this submission.

On November 23, 2014, D-H discovered that, as a result of a phishing incident, one D-H employee user account had unauthorized activity in the Employee Self Service Direct Deposit Payroll system. D-H immediately commenced an investigation of the incident to examine the extent of the unauthorized activity. Additional research indicates that the unauthorized access occurred for approximately one hour on November 23, 2014.

Since completing the forensic investigation, D-H has devoted considerable time and effort to determine what exact information may have been affected as a result of the phishing incident. D-H can confirm that full names and bank account information (routing and checking numbers) were compromised. In addition, as a result of the phishing incident, the last 4 digits of the Social Security number were accessible through the Employee Self Service system. To date, however, D-H is not aware of any unauthorized acquisition of Social Security numbers. As a result, we wanted to make you (and the affected residents) aware of the incident and explain the steps we are taking to safeguard against identity fraud.

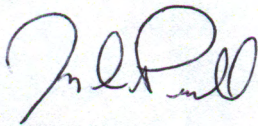
D-H provided the New Hampshire resident with written notice of this incident commencing on January 29, 2014, in substantially the same form as the letter attached hereto. D-H has advised the residents to monitor all credit reports and bank statements. D-H has offered a complimentary one-year membership in Experian’s® ProtectMyID® to all affected residents. D-H is also providing a direct telephone number for additional support to those affected. D-H also advised the individuals affected to obtain a credit report and the process for placing a fraud alert on their credit files.

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Maintaining the privacy of personal information is of the utmost importance to D-H. In light of this incident, D-H took steps with affected employees to secure against similar phishing occurrences by requiring that they change their passwords. In addition, D-H continues to monitor system activity and has implemented further security awareness for employees. D-H is also evaluating additional technical safeguards.

Should you have any questions regarding this notification or the incident, please contact at the address on the letter head above or via email at [REDACTED]

Sincerely,



Martin Purcell  
V.P. Information Services  
Chief Security & Privacy Officer