

From: Diana Kautzky <notifications@deafservicesunlimited.com>
Sent: Tuesday, February 4, 2020 4:11 PM
To: DOJ: Attorney General <attorneygeneral@doj.nh.gov>
Subject: DSU breach notification

Dear Attorney General Representative:

We recently noticed that an unauthorized third party had accessed information in Deaf Services Unlimited email boxes between January 13 and 24, 2019. The incident potentially involved information submitted during our interpreter vendors (contractors) onboarding process, including name, mailing address, telephone number, social security number, and bank account and routing information.

Although our investigation to date has not conclusively indicated how many interpreters working with us were affected, we are notifying all potentially impacted interpreters out of an abundance of caution so that they can take appropriate protective steps. Up to six (6) individuals residing in New Hampshire may be impacted. Letters notifying New Hampshire residents of the breach will be sent on or about February 4, 2020. Contents of the sample notification letter are appended for your reference.

In response to this security event, Deaf Services Unlimited has taken steps to re-secure email and computing environments to further harden it against compromise. In addition, are cooperating with law enforcement (e.g., FBI, IRS, Attorney Generals of states where potentially impacted individuals reside) and credit monitoring services in their investigation of and response to the incident. Deaf Services Unlimited is located at 6925 Hickman Road, Des Moines, IA 50322. We are an interpreting and captioning services company. Our President and the individual reporting this breach is Diana Kautzky.

Please let us know if you require any additional information or action regarding this matter.

Best regards,
Diana Kautzky

February 3, 2020

Dear (name of person):

We are writing to inform you of a recent security incident at Deaf Services Unlimited. This notification is sent pursuant to the New Hampshire Data Breach Notification Statute (N.H. Rev. Stat. § 359-C:19).

Between January 13, 2020 and January 24, 2020, Deaf Services Unlimited experienced an email phishing scam which resulted in a breach of our email system. The data accessed may have included personal information such as name, email address, mailing address, social security number, and bank account information.

To protect yourself from the possibility of identity theft, we recommend that you immediately place a fraud alert on your credit files. A fraud alert conveys a special message to anyone requesting your credit report that you suspect you were a victim of fraud. When you or someone else attempts to open a credit account in your name, the lender should take measures to verify that you have authorized the request. A fraud alert should not stop you from using your existing credit cards or other accounts, but it may slow down your ability to get new credit. An initial fraud alert is valid for ninety (90) days. To place a fraud alert on your credit reports, contact one of the three major credit reporting agencies at the appropriate number listed below or via their website. One agency will notify the other two on your behalf. You will then receive letters from the agencies with instructions on how to obtain a free copy of your credit report from each.

- Equifax (888)766-0008 or www.fraudalert.equifax.com
- Experian (888) 397-3742 or www.experian.com
- TransUnion (800) 680-7289 or www.transunion.com

You may also consider placing a Security Freeze on their credit reports. A Security Freeze prevents most potential creditors from viewing your credit reports and therefore, further restricts the opening of unauthorized accounts. For more information on placing a security freeze on your credit reports, please go to the New Hampshire Department of Justice website at <https://www.doj.nh.gov/consumer/identity-theft/credit-freeze.htm>.

When you receive a credit report from each agency, review the reports carefully. Look for accounts you did not open, inquiries from creditors that you did not initiate, and confirm that your personal information, such as home address and Social Security number, is accurate. If you see anything you do not understand or recognize, call the credit reporting agency at the telephone number on the

report. You should also call your local police department and file a report of identity theft. Get and keep a copy of the police report because you may need to give copies to creditors to clear up your records or to access transaction records.

Even if you do not find signs of fraud on your credit reports, we recommend that you remain vigilant in reviewing your credit reports from the three major credit reporting agencies. You may obtain a free copy of your credit report once every 12 months by visiting www.annualcreditreport.com, calling toll-free 877-322-8228 or by completing an Annual Credit Request Form at: www.ftc.gov/bcp/menus/consumer/credit/rights.shtm and mailing to:

Annual Credit Report Request Service,
P.O. Box 1025281
Atlanta, GA 30348-5283

For more information on identity theft, you can visit the following websites:

Consumer Protection Bureau website at: <https://www.doj.nh.gov/consumer/identitytheft/index.htm>

Federal Trade Commission at: www.ftc.gov/bcp/edu/microsites/idtheft/

If there is anything Deaf Services Unlimited can do to further assist you, please call Carly Anderson at (800) 930-2580.

Sincerely,

Diana Kautzky

Diana Kautzky | President/Owner
Deaf Services Unlimited
Go ahead, expect too much.
P 515.883.3355 T 800.930.2580
Connect with us: Web | Facebook