



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

RECEIVED
NH DEPT OF JUSTICE
MAY 24 2022 PM 2:04

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426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

May 19, 2022

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Sir or Madam:

We represent East Windsor Township (“the Township”) located at 16 Lanning Boulevard, East Windsor, NJ 08520, and are writing to notify your office of an incident that may affect the security of certain personal information relating to one (1) resident. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, the Township does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

The Township recently experienced a cybersecurity incident that impacted its computer systems and caused a brief disruption to certain municipal services. On morning of Monday, March 7, 2022, Municipal Building employees arrived to work to discover suspicious activity on their systems. The Township immediately launched an investigation to confirm the nature and scope of the incident, working quickly to restore its normal business operations. Through the investigation, it was determined an unauthorized actor accessed certain Township computer systems and two email accounts between February 23, 2022 and February 24, 2022 and viewed or took a limited number of files stored on those systems. On March 23, 2022, it was confirmed that certain Township data was acquired by the unauthorized actor. The Township conducted a thorough review of the impacted files with outside assistance and determined on April 22, 2022, that information related to certain individuals was included in them. The Township then undertook efforts to locate address information for potentially impacted individuals and provide this direct notice.

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The information that could have been subject to unauthorized access includes name and driver's license.

Notice to New Hampshire Resident

On or about May 19, 2022, the Township provided written notice of this incident to one (1) New Hampshire resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, the Township moved quickly to investigate and respond to the incident, assess the security of the Township systems, and identify potentially affected individuals. The Township is also working to implement additional safeguards and training to its employees. The Township is providing access to credit monitoring services for twelve (12) months, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, the Township is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. The Township is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. The Township is providing written notice of this incident to relevant state regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-6836.

Very truly yours,

Carolyn Purwin Ryan of
MULLEN COUGHLIN LLC

CPR/dle
Enclosure

EXHIBIT A



Return Mail Processing
PO Box 999
Suwanee, GA 30024

111 *****SNGLP
SAMPLE A. SAMPLE - L01



APT ABC
123 ANY ST
ANYTOWN, US 12345-6789



May 19, 2022

[Extra3]

Dear Sample A. Sample:

East Windsor Township (“the Township”) is writing to notify you of a recent incident that may impact the privacy of some of your information. We are providing you with notice of the incident, steps we have taken in response, and resources available to help you better protect your information, should you feel it is appropriate to do so.

What Happened? We recently experienced a cybersecurity incident that impacted our computer systems and caused a brief disruption to certain municipal services. On morning of Monday, March 7, 2022, Municipal Building employees arrived to work to discover suspicious activity on their systems. We immediately launched an investigation to confirm the nature and scope of the incident, working quickly to restore our normal business operations. Through our investigation, we learned that an unauthorized actor accessed certain Township computer systems and two email accounts between February 23, 2022 and February 24, 2022 and viewed or took a limited number of files stored on those systems. On March 23, 2022, we confirmed that certain Township data was acquired by the unauthorized actor. We conducted a thorough review of the impacted files with outside assistance and determined on April 22, 2022 that information related to you was included in them. We then undertook efforts to locate address information for potentially impacted individuals and provide this direct notice.

What Information Was Involved? We confirmed that the information present in the impacted files included your name and [Extra2].

What We Are Doing. The data East Windsor compiles remain the utmost importance to us. We treat our duty to safeguard the information entrusted to us as an utmost priority. We responded immediately to this incident and have been working diligently to provide you with an accurate and complete notice of the incident as soon as possible. We have taken steps to enhance the security of our systems, which included resetting employees’ account passwords. Our response to this incident also included prompt notification to law enforcement authorities. As part of our ongoing commitment to the privacy and security of information in our care, we are reviewing our existing policies and procedures. We are also implementing enhanced employee training protocols to mitigate any risk associated with this incident and to better prevent future incidents.

Upon discovering this incident, the Township immediately took steps to block the unauthorized access and mitigate the impact. Passwords were reset immediately. The Township is also continuing to review its existing security policies and have implemented additional measures, including advanced endpoint monitoring on all endpoints and servers to further protect information in our care.

As an added precaution, we are also providing you with [Extra1] months of complimentary access to credit monitoring and identity restoration services through Experian, as well as guidance on how to better protect your information. Although we are covering the cost of these services, due to privacy restrictions, you will need to complete the activation process yourself using the enrollment instructions included in the enclosure to this letter.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports, as applicable, for suspicious activity and to detect errors. You can find out more about how to better protect against the potential misuse of information in the enclosed *Steps You Can Take to Protect Information*. There, you will also find more information about the credit monitoring services we are offering and how to enroll.

For More Information. We understand you may have questions about this incident that are not addressed in this letter. To ensure your questions are answered in a timely manner, please call (833) 575-2860, Monday through Friday from 6 a.m. – 8 p.m. Pacific, and Saturday and Sunday from 8 a.m. - 5 p.m. Pacific (excluding U.S. holidays). You may also write to us directly at: East Windsor Township, 16 Lanning Boulevard, East Windsor, NJ 08520.

We apologize for any inconvenience this incident may cause you. We remain committed to the privacy and security of information in our possession.

Sincerely,

James Brady
East Windsor Township Manager

STEPS YOU CAN TAKE TO PROTECT INFORMATION

Enroll in Complimentary Credit Monitoring

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary [Extra1] membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** August 31, 2022 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 575-2860 by August 31, 2022. Be prepared to provide engagement number B053362 as proof of eligibility for the Identity Restoration services by Experian.

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

What You Can Do. Please review the enclosed *Information about Identity Theft Protection* for additional information on how to protect against identity theft and fraud. You may also take advantage of the complimentary identity protection services being offered.

For More Information. We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, or would like an alternative to enrolling online, please call (833) 575-2860 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number B053362.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.