



March 15, 2023

**Via Email**

Attorney General John Formella  
Office of the Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301  
Email: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

Re: Notice of Data Security Incident

Dear Attorney General Formella:

Constangy, Brooks, Smith & Prophete LLP (“Constangy”) represents Eastern Research Group, Inc. (“ERG”) in connection with a recent data security incident described in greater detail below.

**1. Nature of the security incident.**

On January 30, 2023, ERG discovered that it had experienced an incident involving the inadvertent mis-mailing of certain individuals’ IRS Form 1099 to improper recipients. In response, ERG promptly launched an investigation to determine what happened and the scope of potentially impacted information / individuals. On or about February 3, 2023, ERG determined that your personal information may have accidentally been sent to another individual who performs services for ERG. ERG then took steps to identify the individuals whose personal information was possibly affected and finalized its review on March 1, 2023. Please note that ERG has no evidence of the misuse or attempted misuse of any potentially impacted information.

The information that may have been accessible by the improper IRS Form 1099 recipients includes potentially impacted individuals’

**2. Number of New Hampshire residents affected.**

ERG notified one (1) New Hampshire resident of this incident via first class U.S. mail on March 15, 2023. A sample copy of the notification letter is included with this correspondence.

**3. Steps taken relating to the Incident.**

As soon as ERG discovered this incident, ERG launched an investigation to determine what happened and the scope of personal information potentially impacted. ERG also implemented changes to its IRS Form 1099 mailing process in an effort to minimize the risk of a similar incident occurring in the future.

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ERG has established a toll-free call center through IDX, a leader in risk mitigation and response, to answer any questions about the incident and address related concerns. The call center is available at 1-800-939-4170 from 8:00 A.M. to 8:00 P.M. Central Time, Monday through Friday (excluding holidays). In addition, while ERG is not aware of the misuse of any information as a result of this incident, out of an abundance of caution, ERG is also providing complimentary identity protection services to notified individuals.

**4. Contact information.**

ERG remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact Constangy.

Best regards,

Alyssa R. Watzman  
CONSTANGY BROOKS SMITH & PROPHETE LLP

Enclosure: Sample Notification Letter



10300 SW Greenburg Rd.  
Suite 570  
Portland, OR 97223

To Enroll, Please Call:  
1-800-939-4170  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

March 14, 2023

Subject: Notice of Data <<Variable Text 1: Breach or Security Incident>>

Dear <<First Name>> <<Last Name>>,

I am writing to inform you of a recent data security incident experienced by Eastern Research Group, Inc. (“ERG”) that may have affected your personal information. ERG takes the privacy and security of all personal information within its possession very seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

**What Happened?** On January 30, 2023, ERG discovered that it had experienced an incident involving the inadvertent mis-mailing of certain individuals’ IRS Form 1099 to improper recipients. In response, ERG promptly launched an investigation to determine what happened and the scope of potentially impacted information / individuals. On or about February 3, 2023, ERG determined that your personal information may have accidentally been sent to another individual who performs services for ERG. ERG then took steps to identify the individuals whose personal information was possibly affected and finalized its review on March 1, 2023.

**What Information Was Involved?** The information potentially impacted in connection with this incident included your name and Social Security number.

**What Are We Doing?** As soon as ERG discovered this incident, ERG took the steps described above. In addition, ERG implemented changes to its IRS Form 1099 mailing process in an effort to minimize the risk of a similar incident occurring in the future.

Although ERG has no evidence of the misuse of any potentially impacted information, ERG is providing you with information about steps that you can take to help protect your personal information and is offering you complimentary identity protection services through IDX – a data breach and recovery services expert. These services include <<12 / 24>> months of credit<sup>1</sup> and dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services.

The deadline to enroll in these services is June 14, 2023. With this protection, IDX will help to resolve issues if your identity is compromised.

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<sup>1</sup> To receive credit monitoring 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.

**What You Can Do:** You can follow the recommendations on the following page to help protect your personal information. ERG also encourages you to enroll in the complementary services being offered to you through IDX by using the enrollment code provided above.

**For More Information:** Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please call IDX at 1-800-939-4170 from 8:00 A.M. to 8:00 P.M. Central Time, Monday through Friday (excluding holidays). IDX call center representatives are fully versed on this incident and can answer any questions that you may have.

Please accept my sincere apologies and know that ERG takes this matter very seriously and deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

John E. Dietel, General Counsel  
Eastern Research Group, Inc.

## STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

**Washington D.C. Attorney General**

441 4th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.