

October 26, 2023

VIA ELECTRONIC DELIVERY

Consumer Protection & Antitrust Bureau
New Hampshire Department of Justice
33 Capital Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov
attorneygeneral@doj.nh.gov

Re: Notice of Data Security Incident

Office of the Attorney General:

On behalf of my client, eBay Inc. (“eBay” or the “company”), and pursuant to N.H. Rev. Stat. 359-C:20, I am writing to notify you of a data incident involving the personal information of one (1) New Hampshire resident.

On September 14, 2023, the company learned that on August 12, 2023, during a customer support call, an eBay contractor employed by a third-party service provider solicited and received the PayPal user ID and password from a New Hampshire resident. As soon as eBay discovered the unauthorized disclosure, the company immediately notified the contractor’s employer, removed the contractor’s system access at eBay, and notified PayPal through PayPal’s account takeover notification process.

Through its investigation, eBay discovered that the contractor solicited similar personal information from a total of twenty (20) customers, only one of whom lived in New Hampshire.

On September 20, 2023, eBay attempted to contact the New Hampshire resident by phone and email to notify them of the incident. On October 25, 2023, eBay sent a notice via U.S. Postal Service to the New Hampshire resident and an anonymized copy of the customer notice is attached to this letter as Attachment A.

eBay is dedicated to protecting personal information within its control. The contractor is no longer employed by eBay’s third-party service provider. Should you have any questions about this incident or the company’s response, please contact me by email at

Sincerely,

Sid Mody
O’Melveny & Myers LLP

ATTACHMENT A



EBAY INC.
2025 HAMILTON AVENUE, SAN JOSE, CA 95125, USA

October 25, 2023

[Address]

Dear [Name],

We are writing to inform you that we have discovered a potential data breach that could affect the security of your eBay account. The data exposure took place on August 12, 2023.

We take the protection of our customers' information very seriously, and it is for this reason that we are contacting you directly. Although we are unaware of any actual misuse of your information, we have reason to believe that your personal information may have been compromised. Specifically, your name, address, and Paypal login ID and password.

We have thoroughly investigated the issue and taken steps to rectify the situation. We reported our discovery directly to Paypal on September 14, 2023 that your Paypal User ID and Password were exposed and they have taken steps to protect your account. We want to assure you that your security is our top priority.

We attempted to contact you but were unable to reach you via phone or email.

We would like to offer you [redacted] of free credit monitoring support through Experian IdentityWorks. This service can help you keep an eye on your credit report and provide alerts if there are any significant changes or activities.

To activate your free [redacted] credit monitoring, please visit <https://www.experianidworks.com/credit>. You will be asked to enter the following code to activate your free service:

Code: [redacted] Please enroll before [redacted] 5:59pm CT.

You will be prompted to create an account and provide some personal information, which will allow Experian IdentityWorks to monitor your credit report. Once you have completed the registration process, you will begin receiving alerts and notifications from Experian IdentityWorks.

If you do not wish to use Experian IdentityWorks, we recommend that you immediately place a fraud alert on your credit files and remain vigilant in reviewing your consumer credit reports. Instructions for placing a fraud alert on your consumer credit reports can be found in the attachment to this letter.

We sincerely apologize for any inconvenience or concern this may have caused. We want to assure you that we are doing everything in our power to improve our security measures and prevent similar incidents from occurring in the future.

If you have any further questions or concerns, please do not hesitate to contact us at

Sincerely,

Global Customer Experience

eBay, Inc.



EBAY INC.
2025 HAMILTON AVENUE, SAN JOSE, CA 95125, USA

For Assistance with Experian Identity Works Credit Monitoring Service

Experian Identity Works credit monitoring support:

Engagement #: [] – Please include this ‘Engagement #’ on all of your correspondence with Experian IdentityWorks.

Placing a Fraud Alert On Your Consumer Credit Reports

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

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

If you discover identity theft, we recommend consulting the Federal Trade Commission’s Identify Theft resources at www.identitytheft.gov for information on how to report it and what steps to take to protect yourself.