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May 13, 2021

VIA EMAIL: DOJ-CPB@doj.nh.gov

Attorney General John Formella
Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 033012

Re: Notice of Potential Breach of Security in Personal Information

Dear Attorney General Formella:

This firm is legal counsel to ExaGrid Systems, Inc. (“ExaGrid”), a technology company based in Westborough, Massachusetts. Pursuant to New Hampshire law, we are writing to notify you of a data security incident potentially involving approximately 29 New Hampshire residents.

I. The Parties

ExaGrid is the entity which experienced the data security incident. On or about April 29, 2021 select members of ExaGrid’s upper management received an email stating that “ContiLocker Team” is responsible for the incident.

II. Nature of the Data Security Incident

On or about April 28, 2021, ExaGrid employees reported inability to access certain files located on their company-provided laptop computers. On or about April 29, 2021, ExaGrid learned it was the victim of a ransomware attack. On that date, the threat actor, by electronic correspondence, indicated to ExaGrid it had infiltrated ExaGrid’s network, downloaded, and encrypted data. The threat actor demanded payment in exchange for deletion of the copied data.

It is believed the data copied by the threat actor relate to confidential business records of ExaGrid.

ExaGrid is a “business to business” company and does not handle personal data of any customers. It is currently believed the only personal data of any individual on the ExaGrid network would be that of current or former employees of ExaGrid, contained in a password-protected Human Resources file. Such data include past and present employee names, residential

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addresses, phone numbers, Social Security Numbers, and dates of birth. At this time, we do not have evidence that any such data were actually obtained by a third party.

On April 30, 2021, ExaGrid retained the consulting firm Kivu Consulting, Inc. (“Kivu”) to address the incident, including by conducting a forensic investigation of the cause and scope of the incident. The forensic investigation is ongoing. We are not aware of any instances of identity theft, fraud, or financial losses to any potentially affected individuals.

III. New Hampshire Residents Potentially Affected

As known at the time of this notification, the number of individuals residing in New Hampshire who may be potentially affected by this incident is approximately 29. Notification of the data security incident will be sent on May 14, 2021 via First Class Mail. A copy of the notice to potentially affected individuals is attached hereto.

ExaGrid has also taken steps to prevent similar incidents from occurring in the future. Such preventative measures include a review of its Written Information Security Plan (“WISP”), which was maintained at the time of the incident, to determine whether revisions are necessary, and introduction of multi-factor authentication for use of its network.

IV. Steps Taken by ExaGrid and Plan Relating to the Incident

Upon learning of the incident, ExaGrid immediately took its servers offline and began work to remove the ransomware from its systems. From the time ExaGrid first learned of the incident, it has been in communication with its antivirus protection vendor, Sophos, Inc., to ensure its network is operating properly and free of ransomware or malware. ExaGrid is in the process of bringing up its network with two factor authentication and will require each employee to change their network access password before getting back on the network. Additionally, ExaGrid reported the incident to its insurer, engaged the services of the law firm Freeman, Mathis & Gary, LLP, engaged the services of third-party digital forensic analysis and negotiations company, Kivu, and reported the incident to the Federal Bureau of Investigation.

V. Other Notification and Contact Information

If the Office of the Attorney General has any additional questions or requires further information, please direct all questions and inquiries to: Ben Dunlap, Freeman, Mathis & Gary, LLP, 60 State Street, Suite 600, Boston, MA 02109, (617) 963-5973, bdunlap@fmglaw.com.

We believe this provides you with all information necessary for your purposes and to comply with New Hampshire law. However, if anything further is needed, please contact me.

Very truly yours,



Ben Dunlap

Enclosure

cc: Thomas G. Hay, Esq.



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

May 14, 2021

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SAMPLE A. SAMPLE - L01

APT ABC

123 ANY ST

ANYTOWN, ST 12345-6789



Notice of Data Breach

Dear Sample A. Sample:

At ExaGrid Systems, Inc. ("ExaGrid"), we respect the privacy of your personal data. As part of that commitment, we are sending you this letter to make you aware of a recent data security incident. Please read this letter carefully.

What Happened?

We recently experienced a data security incident potentially involving your personal information which occurred on or about April 28, 2021.

What Information Was Involved?

As a result of the incident, it is possible some employee personal information such as names, addresses, social security numbers, and birth dates may have been accessed by a third party.

What Are We Doing?

ExaGrid has engaged the services of a third-party forensic analysis company and notified law enforcement in order to investigate the incident.

In addition, as a precautionary measure to help protect your identity, we are offering a complimentary 24-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: August 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code:** [REDACTED]

What Can You Do?

You have the right to obtain any police report filed in regard to this incident. You also may place a security freeze on your credit report. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free.

* 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.

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To place a security freeze, contact the nationwide credit reporting agencies listed below by phone or online:

Equifax
1-866-525-6285
P.O. Box 105069
Atlanta, GA 30348
www.equifax.com

Experian
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion
1-800-680-7289
P.O. Box 2000
Chester, PA 19022
www.transunion.com

In order to request a security freeze, you will need to provide the following information: (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) Proof of current address, such as a current utility or telephone bill, (6) a legible photocopy of a government issued identification, and (7) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles.

For More Information

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [REDACTED] by **August 31, 2021**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

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 agents 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.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [REDACTED]. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at [REDACTED].

Sincerely,

Bill Andrews
President and CEO
ExaGrid Systems, Inc.