



July 28, 2020

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Via E-mail (attorneygeneral@doj.nh.gov)

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Re: Legal Notice of Information Security Incident

Dear Sirs or Madams:

Pursuant New Hampshire Revised Statute §359-C:20, we write on behalf of our client, Examity, Inc. (“Examity”), to inform you of a security incident that may have affected the personal information of approximately two (2) New Hampshire residents. At this time, Examity has no evidence that the potentially affected New Hampshire residents’ information has been misused.

Examity recently became aware of a security incident affecting an employee’s Office 365 mailbox. Examity immediately began an investigation and engaged a cybersecurity and forensic firm to determine whether the company had experienced a security incident, and if so, how the security incident had occurred and the scope of such incident.

The investigation uncovered that an employee email account had been accessed by an unauthorized actor. On June 18, 2020, Examity learned that certain personal information, as defined under New Hampshire Revised Statute §359-C:19(IV)(a), was contained in the email account. While the incident has been remediated and Examity has no evidence that personal information was targeted or misused, Examity is notifying potentially affected individuals out of an abundance of caution.

Examity’s investigation revealed that the following types of New Hampshire resident’s personal information may have been accessed by the unauthorized actor: name, home address, phone number, date of birth and social security number.

Because Examity takes the privacy of personal information very seriously, Examity is notifying the potentially affected New Hampshire residents and has engaged Experian to provide this individual with a complimentary two year membership of Experian’s® IdentityWorksSM. Experian’s services include but are not limited to, an Experian credit report upon signup, triple bureau credit monitoring, identity restoration, and up to \$1 million in identity theft insurance.

In addition to providing identity protection services, Examity continues to review its security measures, internal controls, and safeguards and continues to make changes to help prevent a

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similar incident from occurring in the future. Examity is also in the process of implementing MFA for all of its employee mailboxes.

Potentially affected individuals are being notified via a mailed letter on July 29, 2020. A copy of the notification letter, which excludes any identifying information, is included for your reference.

If you have any questions or need further information regarding this incident, please contact me at (202) 662 4691 or chris.cwalina@nortonrosefulbright.com.

Very truly yours,



Chris Cwalina

CGC/

Enclosure



153 Needham Street
Newton, Massachusetts
02464

Wednesday, July 29, 2020

[Insert Recipient's Name]
[Insert Address]
[Insert City, State, Zip]

Dear [Insert Individual Name],

We are writing to let you know about an Office 365 security incident. Examity, Inc. ("Examity") takes the protection and proper use of your information very seriously. We are therefore contacting you to explain the incident and provide you with steps you can take to protect yourself.

What Happened

Examity recently became aware of a security incident affecting an employee's Office 365 mailbox. We immediately began an investigation and engaged a cybersecurity and forensic firm to assist in our investigation. Examity has confirmed the incident did not affect Examity's systems and/or online proctoring platform. The investigation into the compromised mailbox uncovered that the mailbox had been accessed by an unauthorized person. We recently learned that certain personal information was contained in the compromised email account.

While we have no evidence that your personal information was targeted or misused, we wanted to alert you and provide you with protective measures you can take. We encourage you to take the measures outlined in this letter to help protect your information.

What Information Was Involved

The data in the compromised mailbox may include the following types of personal information: name, residential address, telephone number, Social Security number, Driver's License number, date of birth, financial account number, and or passport number.

What are We Doing

We are notifying you so that you can take immediate action to protect yourself. We take the protection of your information very seriously. We are conducting a thorough review of the potentially affected records and continue to implement additional security measures, internal controls, and safeguards, as well as continue to make changes to existing policies and procedures designed to prevent a similar occurrence from happening again.

In addition, to help protect your identity, we are offering a complimentary two-year 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**: October 31, 2020 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianid-works.com/3bcredit>

- Provide your **activation code**: [code]

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 877.890.9332 by **October 31, 2020**. Be prepared to provide engagement number DB21584 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, Equifax and Transunion files 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.
- **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 877.890.9332. 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 for two years from the date of this letter 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.

What You Can Do

We also recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). We have attached information regarding additional actions you may consider as well as resources to obtain additional information about identity theft and ways to protect yourself.

For More Information

We sincerely apologize for this incident, regret any inconvenience it may cause you, and encourage you to take advantage of the product outlined herein. Should you have any further questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact Kathy Glebus, Examity's VP of Human Resources, at kglebus@examity.com.

Protecting your information is important to us. We trust that the services we are offering to you demonstrate our continued commitment to your security.

If you have any questions or concerns, please do not hesitate to reach out to me directly.

Best Regards,

Jim Holm
Chief Executive Officer
Examity, Inc.

* 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.

Additional Information

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com

Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Massachusetts residents:

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Security Freeze. 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. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

For Illinois residents: You may obtain information from the credit reporting agencies and the FTC about security freezes.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018 when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

For Illinois residents: You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

Federal Trade Commission and State Attorneys General Offices. You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); 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.

For New York Residents: You may contact the New York State Attorney General's Office, Consumer Frauds & Protection Bureau, 120 Broadway – 3rd Floor, New York, NY 10271, <https://ag.ny.gov/bureau/consumer-frauds-bureau>, 1-800-771-7755.

Obtaining a police report.

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.