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March 31, 2023

VIA E-MAIL ([DOJ-CPB@DOJ.NH.GOV](mailto:DOJ-CPB@DOJ.NH.GOV))

Attorney General John M. Formella  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

*Re: Incident Notification*

Dear Sir or Madam:

We are writing on behalf of our client, the City of Fairburn, Georgia (the “City”), to provide notice to your office concerning a cybersecurity incident. The City’s administrative offices are located at 56 SW Malone St., Fairburn, GA, 30213.

The City completed an investigation into an incident involving unauthorized access to two employees’ email accounts. Upon learning of the unauthorized access, the City took steps to secure the email accounts and commenced an investigation. A cybersecurity firm was engaged to assist.

The City determined that an unauthorized actor accessed the email accounts between May 5, 2022, and August 10, 2022. The City reviewed the emails and attachments that could have been accessed or viewed and, on December 5, 2022, determined that they contained the  
of one individual who on March 14, 2023, was determined to be a New Hampshire resident.

On March 31, 2023, the City will mail notification letters to the New Hampshire resident in accordance with N.H. Rev. Stat. Ann. § 359-C:20<sup>1</sup> via United States First-Class mail. A copy of the notification letter is enclosed. The City is offering the New Hampshire resident a complimentary one-year membership to credit monitoring and identity theft protection services. In addition, a dedicated, toll-free call center has been established that the individual can call to obtain more information regarding the incident.

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<sup>1</sup> This notice does not waive the City of Fairburn, Georgia’s objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this incident.

Attorney General John M. Formella  
March 31, 2023  
Page 2

To help prevent this type of incident from happening again, the City is strengthening its existing security measures.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

Ryan M. Christian, Sr.  
Counsel

Enclosure



Return Mail to IDX  
P.O. Box 989728  
West Sacramento, CA 95798-9728

To Enroll, Please Call:  
1-833-758-8879  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: <<ENROLLMENT>>

<<NAME 1>> <<NAME 2>>  
<<ADDRESS1>>  
<<ADDRESS2>>  
<<CITY>>, <<STATE>> <<ZIP>>  
<<Country>>

March 31, 2023

Dear <<NAME 1>> <<NAME 2>>:

The City of Fairburn, Georgia recognizes the importance of protecting information. We are writing to inform you of an incident that may have involved some of your information. This notice explains the incident, the measures we have taken in response, and some additional steps you may consider taking.

We completed an investigation into an incident involving unauthorized access to two employees' email accounts. Upon learning of the unauthorized access, we took steps to secure the email accounts and commenced an investigation. A cybersecurity firm was engaged to assist. We also notified law enforcement. The evidence showed that there was unauthorized access to the email accounts between May 5, 2022, and August 10, 2022. We reviewed the emails and attachments that could have been accessed or viewed and, on December 5, 2022, determined that an email or attachment contained your name and <<variable data element>>.

As a precaution, we are offering you credit monitoring and identity protection services through the company IDX at no cost to you. These identity protection services include one year of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. These services are completely free to you and enrolling in this program will not hurt your credit score. **For more information on the services, including instructions on how to activate your complimentary one-year membership, please visit <https://app.idx.us/account-creation/protect> or call 1-833-758-8879 and use the Enrollment Code provided above. Please note the deadline to enroll is June 30, 2023.** For more information on identity protection and steps you can take in response, please see the additional information provided with this letter.

We regret any inconvenience or concern this incident may cause. To help protect against an incident like this from happening again, we are taking steps further to enhance our existing security measures. If you have any questions, please call \_\_\_\_\_, Monday through Friday, from 9:00 a.m. to 9:00 p.m. Eastern Time.

Sincerely,

Tony Phillips  
City Administrator

## ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable 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](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

*Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-888-378-4329

*Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

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

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

*Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.identitytheft.gov](http://www.identitytheft.gov)

### **Fraud Alerts and Security Freezes**

***Fraud Alerts:*** There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

***Credit or Security Freezes:*** You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

*How do I place a freeze on my credit reports?* There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

*Equifax Security Freeze*, PO Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)

*Experian Security Freeze*, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)

*TransUnion Security Freeze*, PO Box 160, Woodlyn, PA 19094, [www.transunion.com](http://www.transunion.com)

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

*How do I lift a freeze?* A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

The City of Fairburn, Georgia is located at 56 SW Malone St, Fairburn GA 30213 and can be reached at (770) 964-2244.

**A Summary of Your Rights Under the Fair Credit Reporting Act:** The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20552.

You must be told if information in your file has been used against you.

You have the right to know what is in your file.

You have the right to ask for a credit score.

You have the right to dispute incomplete or inaccurate information.

Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.

Consumer reporting agencies may not report outdated negative information.

Access to your file is limited.

You must give your consent for reports to be provided to employers.

You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.

You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.

You may seek damages from violators.

Identity theft victims and active duty military personnel have additional rights.

#### **Additional information for residents of the following states:**

**Rhode Island:** This incident involves one individual in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General’s Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, [www.riag.ri.gov](http://www.riag.ri.gov)