

July 8, 2019

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Attorney General Gordon MacDonald

Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03302
DOJ-CPB@doj.nh.gov

Re: Data Security Incident

Dear Attorney General MacDonald:

We represent Faulk & Winkler LLC (“F&W”) located in Baton Rouge, Louisiana, with respect to a potential data security incident described in more detail below. F&W takes the security and privacy of the information in its control very seriously, and has taken steps to prevent a similar incident from occurring in the future.

1. Nature of the security incident.

On April 1, 2019, F&W was alerted that an unknown individual potentially gained access to one of its employee’s e-mail accounts. It appears that the employee may have been the victim of an email phishing campaign. Upon discovering the incident, F&W immediately prevented any further unauthorized access by changing the employee’s password and email credentials. F&W also retained an independent computer forensics company to conduct an extensive IT investigation to determine what occurred and what information may have been accessed. The investigation confirmed that the incident was limited to one employee’s email account, and that no other systems or servers were impacted. Rather, it appears the purpose of the attack was to perpetrate a SPAM email campaign. F&W conducted an investigation to determine those individuals whose personally identifiable information may have been contained within the account. On May 30, 2019, F&W’s investigation identified individuals whose name, date of birth, driver’s license number, Social Security number and/or financial account information may have been contained within the account.

2. Number of New Hampshire residents affected.

A total of one (1) resident of New Hampshire was potentially affected by this security incident. A notification letter to this individual was mailed on July 8, 2019, by first class mail. A sample copy of the notification letter is included with this letter.

3. Steps taken.

F&W has taken steps to prevent a similar event from occurring in the future, and to protect the privacy and security of potentially impacted individuals' information. This includes implementation of a multi-factor authentication for all email accounts, enhanced auditing and monitoring of all mailboxes, implementation of an electronic data loss prevention policy for sensitive information with mandatory destruction schedule, and implementation of a recurring employee awareness training. F&W is also providing potentially impacted individuals with identity theft restoration and credit monitoring services for a period of twelve (12) months, at its own expense, through ID Experts.

4. Contact information.

F&W remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Anjali.Das@wilsonelser.com or (312) 821-6164.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP


Anjali C. Das

Enclosure



C/O ID Experts
10300 SW Greenburg Rd. Suite 570
Portland, OR, 97223

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.myidcare.com/account-creation/protect>
Enrollment Code:
«Codes»

«First» «Last»
«address» «address_2»
«city», «state» «zip»

July 8, 2019

Dear «First» «Last»,

We are writing to inform you of a data security incident involving Faulk & Winkler LLC that may have resulted in the disclosure of some of your personal information. At this time, we are not aware of the misuse of any of your information. Nonetheless, we are notifying you out of an abundance of caution. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about the incident, steps you can take to protect your information, and resources we are making available to help you.

On April 1, 2019, we discovered that an unknown individual potentially gained access to one of our employee’s e-mail accounts. It appears that our employee may have been the victim of an email phishing campaign. The employee’s account contained stored e-mails that may have included some of your personally identifiable information (“PII”) including your name, date of birth, driver’s license number, Social Security number and/or financial account information. Although we are not aware that any of your personal information was taken, we are notifying you on the basis that some of your information may be contained in the employee’s email account.

Upon discovering the incident, we immediately prevented any further unauthorized access to the account by changing the employee’s password and email credentials. We also retained an independent computer forensics company to conduct an extensive IT investigation to determine what occurred and what information may have been accessed. The investigation confirmed that the incident was limited to one employee’s email account, and that no other systems or servers were impacted. The investigators did not find evidence that any of your information was in fact stolen or misused. Rather, it appears the purposes of the attack was to perpetrate a SPAM email campaign.

As a precautionary measure, we are providing you with complimentary resources to help protect your identity. We are offering identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-800-939-4170 or going to <https://app.myidcare.com/account-creation/protect> and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 6 am - 5 pm Pacific Time. Please note the deadline to enroll is [REDACTED].

As always, we are committed to ensuring security of all information in our control, and are taking steps to prevent a similar event from occurring in the future. This includes but not limited to, implementation of a multi-factor authentication for all email accounts, enhanced auditing and monitoring of all mailboxes, implementation of an electronic data loss prevention policy for sensitive information with mandatory destruction schedule, and implementation of a recurring employee awareness training.

Please know that the protection of your personal information is our top priority, and we sincerely regret any concern or inconvenience that this matter may cause you. You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

Please call 1-800-939-4170 or go to <https://app.myidcare.com/account-creation/protect> for assistance or for any additional questions you may have.

Sincerely,

A handwritten signature in black ink that reads "Laurent Fitch". The signature is written in a cursive style with a large, stylized 'L' and 'F'.

Laurent M. Fitch
Chief Operating Officer



Recommended Steps to help Protect your Information

1. Website and Enrollment. Go to <https://app.myidcare.com/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your MyIDCare membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.

3. Telephone. Contact MyIDCare at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in MyIDCare, notify them immediately by calling or by logging into the MyIDCare website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your 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 at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the
Attorney General**

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

**Rhode Island Office of the
Attorney General**

Consumer Protection
150 South Main Street
Providence RI 02903
1-401-274-4400
www.riag.ri.gov

**North Carolina Office of the
Attorney General**

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Ave, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf) or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze

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

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.