



March 22, 2019

Via E-Mail

Consumer Protection and Antitrust Bureau
Attn: Security Breach Notification
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Re: Potential Data Security Breach Notification

Dear Sir or Madam:

Please be advised that FirstService Residential intends to notify one (1) resident of New Hampshire about a potential data security incident described below.

In January 2019, FirstService inadvertently transmitted by email a document containing confidential information to a single resident of a building for which FirstService provides property management services. The data that was transmitted by email to the single recipient included the names and Social Security Numbers of the New Hampshire resident that FirstService intends to notify. The sole recipient of the email notified FirstService of having received it. FirstService requested that the recipient destroy the information immediately.

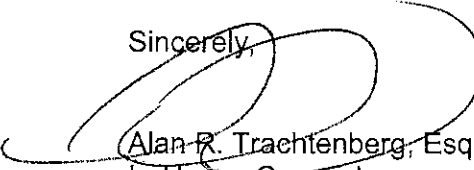
FirstService Residential conducted an internal investigation, and does not believe that it is likely that the information transmitted will be compromised further. Nonetheless, in an abundance of caution, FirstService has determined to notify residents and the New Hampshire Attorney General's office, and to offer free credit monitoring services to the affected residents for 12 months.

FirstService intends to notify the affected New Hampshire resident of the data security incident. A sample of the notification letter to the New Hampshire residents is enclosed.

Notification has not been, and will not be, delayed because of a law enforcement investigation.

If you would like any additional information concerning the above event, please feel free to contact us at your convenience.

Sincerely,



Alan R. Trachtenberg, Esq.
In-House Counsel
FirstService Residential

Enclosure



FirstService

RESIDENTIAL

[Date]

[Insert Recipient's Full Name]

[Insert Address]

[Insert City, State, Zip]

RE: Important Security Notification
Please read this entire letter.

Dear [Mr. or Ms. Last Name]:

FirstService Residential ("FirstService") is committed to data privacy and security. However, despite our security and compliance efforts related to protecting our technology platforms, and the continuous development of protocols and policies to minimize risk, incidents may still occur. In January 2019, a document containing confidential information, including your social security number, was inadvertently sent to a single shareholder. We advise you of this merely as a precaution. We have no evidence that your personal information has been compromised.

To address this incident, FirstService will provide you with a world-class identity theft and credit monitoring solution from Experian, free of charge, for 12 months from the date of this letter.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-890-9332. 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 offer is available to you for **12 months** 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.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary **12-month** membership. 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: May 31, 2019** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your **activation 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 1-877-890-9332 by May 31, 2019. Be prepared to provide engagement number DB10912 as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-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.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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.

The following is contact information of the major reporting agencies and the FTC:

Equifax
P.O. Box 740241 Atlanta, GA
30374 1-888-685-1111 (general)
1-888-766-0008 (fraud alert) 1-
800-685-1111 (security freeze)
www.freeze.equifax.com

Experian
P.O. Box 2104 Allen, TX 75013
1-888-397-3742
www.experian.com/freeze

TransUnion
P.O. Box 2000 Chester, PA
19022 1-800-888-4213 (general)
1-800-680-7289 (identity theft
and fraud)
www.transunion.com/credit-freeze/place-credit-freeze

You may also contact the Federal Trade Commission to receive information about fraud alerts, security freezes, and preventing identity theft:
1-877-ID-THEFT (877-438-4338) Federal Trade Commission 600 Pennsylvania Avenue, NW Washington, DC 20580 <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>

Remain vigilant by reviewing account statements and monitoring free credit reports, as applicable to detect errors resulting from this and any security breach.

We sincerely apologize for this incident and encourage you to take advantage of the product outlined above. Should you have questions or concerns regarding this matter, please do not hesitate to contact Alan Trachtenberg, In-House Counsel, at 732-403-8136, weekdays between 9:00 a.m. and 6:00 p.m. EST.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Mendillo". The signature is fluid and cursive, with the first name being the most prominent.

Michael A. Mendillo
President, East Region

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.