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2020 DEC - 1 PM 12:34
STATE OF NH
DEPT OF JUSTICE

November 30, 2020

VIA OVERNIGHT MAIL

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, Florida State College at Jacksonville Foundation (the "Foundation"), to notify you of a security incident involving New Hampshire residents. Florida State College at Jacksonville is a public university located in Jacksonville, Florida, and the Foundation is an organization associated with the College engaged in fundraising and providing financial assistance to students.

On July 16, 2020, the Foundation was notified by Blackbaud of a ransomware attack on Blackbaud's network that the company discovered in May of 2020. Blackbaud subsequently reported that the attack took place between February 7 to May 20, 2020. Blackbaud is a cloud-based software company that provides services to thousands of schools, hospitals, and other non-profits. Blackbaud reported that it conducted an investigation, determined that backup files containing information from some of its clients had been taken from its network, and an attempt was made to encrypt files to convince Blackbaud to pay a ransom. Blackbaud paid a ransom and obtained confirmation that the stolen files had been destroyed. Blackbaud also reported that it has been working with law enforcement.

Upon learning of the incident from Blackbaud, the Foundation conducted its own investigation of the Blackbaud services used by it and the information provided by Blackbaud to determine what information was involved in the incident. On September 15, 2020, the Foundation determined that the backup files potentially contained personal information of some individuals.

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The Foundation's investigations identified information pertaining to a total of 57 New Hampshire residents, including the residents' name and Social Security number.

Beginning today, November 30, 2020, the Foundation is providing written notice to the New Hampshire residents by mailing letters via United States Postal Service First-Class mail.¹ A sample copy of the notification letter is enclosed. The Foundation is offering all New Hampshire residents a complimentary, one-year membership to credit monitoring and identity theft prevention services through a credit monitoring vendor. The Foundation is recommending that the individuals remain vigilant to the possibility of fraud by reviewing their account statements for unauthorized activity. The Foundation has also established a dedicated phone number where the individuals may obtain more information regarding the incident.

Blackbaud has informed the Foundation that they identified and fixed the vulnerability associated with this incident, implemented several changes that will better protect data and are undertaking additional efforts to improve the security of its environment through enhancements to access management, network segmentation, and deployment of additional endpoint and network-based platforms. In response to this incident, where applicable, the Foundation is removing all Social Security numbers from the Blackbaud database. The Foundation is also taking additional steps with Blackbaud to better ensure that any sensitive or personal information is encrypted.

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

Sincerely,



David E. Kitchen
Partner

Enclosure

¹ This report does not waive Florida State College at Jacksonville Foundation's or Florida State College at Jacksonville's objection that New Hampshire lacks personal jurisdiction over it related to any claims that may arise from this incident.

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

At Florida State College at Jacksonville Foundation, we understand the importance of protecting and securing the personal information we maintain. We are writing to notify you that we and many other institutions were notified by Blackbaud that it experienced a security incident. This notice explains the incident and measures taken in response.

What Happened

Blackbaud is a cloud-based software company that provides services to thousands of schools, hospitals, and other non-profits. On July 16, 2020, Blackbaud notified us that it had discovered a ransomware attack on Blackbaud's network in May 2020. Blackbaud reported that it conducted an investigation, determined that backup files containing information from its clients had been taken from its network, and an attempt was made to encrypt files to convince Blackbaud to pay a ransom. Blackbaud paid a ransom and obtained confirmation that the files that had been removed had been destroyed. The time period of unauthorized access was between February 7, 2020 to May 20, 2020. Blackbaud reported that it has been working with law enforcement.

Upon learning of the incident from Blackbaud, we conducted our own investigation of the Blackbaud services we use and the information provided by Blackbaud to determine what information was involved in the incident. On September 15, 2020, we determined that the backup files contained certain information pertaining to you.

What Information Was Involved

The backup file involved contained your name and Social Security number. Blackbaud has assured us that the backup file has been destroyed by the unauthorized individual and there is no reason to believe any data was or will be misused or will be disseminated or otherwise made available publicly.

What You Can Do

Even though we have no evidence that your personal information has been misused, we wanted to let you know this happened and assure you we take it very seriously. We encourage you to remain vigilant by reviewing your account statements and credit reports for any unauthorized activity, as well reviewing the additional information provided in the following pages. As an added precaution, we have also secured the services of Kroll to provide identity monitoring at no cost to you for one year. Your identity monitoring services include Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

You have until **February 15, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

For more information on safeguarding your identity, and on your complimentary one-year membership, please see the additional information provided in this letter.

What We Are Doing

We are notifying you of this incident and sharing the steps that we, and Blackbaud, are taking in response. Blackbaud has informed us that they identified and fixed the vulnerability associated with this incident, implemented several changes that will better protect your data from any subsequent incidents, and are undertaking additional efforts to harden their environment through enhancements to access management, network segmentation, and deployment of additional endpoint and network-based platforms. Once we determined that a non-encrypted field contained individuals' Social Security numbers, we immediately deleted that data and have instituted a policy ensuring that Social Security numbers will only be contained in properly encrypted fields.

For More Information

We regret that this occurred and apologize for any inconvenience. Should you have any further questions or concerns regarding this matter, please do not hesitate to contact us at 1-833-971-3231, from 8:00 a.m. to 5:30 p.m. Central Time, Monday through Friday, excluding major U.S. holidays.

Sincerely,



Cleve Warren

Executive Director, Chief Investment Officer
Florida State College at Jacksonville Foundation

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 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, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, 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.ftc.gov/idtheft

Fraud Alerts and Credit or 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:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.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.

Additional information for residents of the following states:

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

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 or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., 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.

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity; explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.