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November 6, 2023

Attorney General John Formella  
Office of the Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301  
DOJ-CPB@doj.nh.gov

Via First Class Mail and Email

Re: Supplemental Security Incident Notice Provided for The Franklin Mutual Insurance Group

Dear Attorney General Formella:

I am writing to follow up on our notice to you regarding a security incident reported by my client, the Franklin Mutual Insurance Group ("FMI"). FMI is an insurance company headquartered at 5 Broad Street PO Box 400, Branchville, New Jersey 07826.

On March 10-11, 2023, FMI was the victim of a ransomware attack. FMI previously submitted a breach report on July 13, 2023 and notified all affected individuals who had been identified by that point. Since that initial submission, FMI worked with its advisors to review and analyze additional data involved in the incident. As a result of those efforts, which concluded recently, FMI has identified an additional 5 New Hampshire residents whose personal information is involved in this incident.

A notification letter will be sent to the New Hampshire residents via regular mail after submission of this report to you. A sample notification letter is enclosed. FMI is not aware of any identity theft or fraud in relation to this incident.

If you have any questions, please contact me at

Sincerely,

Carlton Fields

*/s/ Eden Marcu*

Eden Marcu

ELECTRONICALLY SIGNED TO EXPEDITE DELIVERY

Enclosure

Carlton Fields, P.A.

Carlton Fields, P.A. practices law in California through Carlton Fields, LLP.



5 Broad Street • PO Box 400 • Branchville, NJ 07826-0400  
Tel: 973-948-8800 • Fax: 973-948-7190 • www.FMIweb.com

The Franklin Mutual Insurance Company FMI Inc. FMI Insurance Company POM Insurance Company

<<Date>>

<<Insert Recipient's Name>>

<<Insert Address>>

<<Insert City, State, Zip>>

<<Email>>

Your Personal Identifying Code: <<Insert Identifying Code>>

### Notice of Data Breach

Dear <<Insert Recipient's Name>>:

The Franklin Mutual Insurance Group (“FMI”) takes the security and privacy of information in its care seriously. This letter is to inform you about a ransomware and data security incident at FMI, which has impacted your personal information. Although we have no indication of identity theft or fraud in relation to this incident, we are providing you with information about the incident, our response, and additional measures you can take to help protect your information, should you feel it appropriate to do so.

#### **What Happened**

FMI has learned that on or about March 11, 2023, an unknown third party remotely accessed and acquired, without authorization, your personal information contained on certain FMI computer systems.

#### **What Information Was Involved**

FMI has been investigating this data security incident, which has included working with cybersecurity advisors, determining the scope of the incident, and reviewing the data potentially involved in the incident. Through that work, FMI recently determined that the perpetrators downloaded materials that included your . The perpetrators have posted this information on a website that they maintain. FMI is not aware of any identity theft or fraud in relation to this incident.

#### **What We Are Doing**

FMI immediately launched an investigation into this matter. FMI also reported the incident to the Federal Bureau of Investigation and the Secret Service. In addition, FMI promptly terminated the unauthorized access, assessed the security of its systems, and took actions to prevent a similar incident from occurring in the future, including security enhancements and employee trainings. Upon recently discovering that your information was accessed and acquired, FMI is making this notification to you.

Although we are not aware of any identity theft or fraud as a result of this incident, to ease any concerns you might have about this situation, and at no cost to you, we are offering you identity theft

protection services through ID Resolution, LLC. ID Resolution, LLC identity protection services include: of single Bureau credit monitoring and fully managed identity theft recovery services. With this protection, ID Resolution, LLC will help you resolve issues if your identity is compromised. To enroll in credit monitoring, please call ID Resolution, LLC at . You will be asked to give your full name and the FMI Identifying Code stated on this letter, above.

### **What You Can Do**

You should remain vigilant by reviewing account statements and monitoring free credit reports. Immediately report any suspicious activity. You may also contact the Federal Trade Commission (“FTC”) and the national consumer reporting agencies for more information on fraud alerts, security freezes, and other steps you can take to avoid identity theft. Additional information, including contact information, is provided in the insert labeled “Steps You Can Take to Protect Personal Information.”

### **For More Information**

We fully appreciate the importance of protecting your personal information, and we apologize for any inconvenience this incident may cause. If you have any questions, please call .

Sincerely,

Franklin Mutual Insurance Group

## Steps You Can Take to Protect Personal Information

**1. Activate the credit monitoring** provided as part of your identity protection membership. Follow the instructions for enrollment using your reference code provided at the top of the letter. 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, ID Resolution, LLC will be able to assist you.

**2. Telephone.** Contact ID Resolution, LLC at 1 877 308 9169 to gain additional information about the appropriate steps to take to protect your credit identity.

**3. 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 consumer reporting agencies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://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 (4) months.

If you discover any suspicious items and have enrolled in ID Resolution, LLC credit monitoring, notify them immediately by calling 1 877 308 9169.

You should also know that you could report suspected incidents of identity theft to local law enforcement, your state's attorney general, and the Federal Trade Commission.

**4. Place Fraud Alerts** with the three consumer reporting agencies. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major consumer reporting agencies by phone and also via Experian's or Equifax's website. 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. The contact information for all three agencies is as follows:

### Consumer Reporting Agencies

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these agencies and use only ONE of these methods. As soon as one of the three agencies confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**5. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. There is no cost to freeze or unfreeze your credit files.

If you wish to place a security freeze on your credit file, you must separately place a security freeze on your credit file at each consumer reporting agency. In order to place a security freeze, you may need to provide the following information: (1) Full name (including middle initial as well as Jr., Sr., II, III, etc.); (2) Social Security Number; (3) Date of birth; (4) Addresses for the prior five years; (5) Proof of current address; and (6) A legible copy of a government issued identification card. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze.

Please contact any of the three major consumer reporting agencies listed above for details on what information each company requires and to place the freeze.

**6. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. Although we are not aware of any identity theft or fraud as a result of this incident, the Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

**Maryland Residents:** the Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the 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 credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**New York Residents:** the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.