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November 6, 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, Friends of Bassett Healthcare Network (“FBHN”), to notify you of a data security incident that occurred at one of its vendors, Blackbaud, Inc. (“Blackbaud”).

Blackbaud is a third-party vendor that provides cloud-based and data solution services relating to FBHN’s fundraising activities. On October 2, 2020, Blackbaud informed FBHN it had discovered that an unauthorized individual gained access to its systems between February 7, 2020 and May 20, 2020. Blackbaud further advised that the unauthorized individual acquired backup copies of databases used by its customers, including a backup of the database FBHN uses for fundraising purposes. After learning about the incident, FBHN immediately took steps to understand the extent of the incident and the data involved.

On October 5, 2020, FBHN’s investigation and review of the Blackbaud database revealed that it contained some information belonging to one (1) New Hampshire resident, including their name, Social Security number, bank account and routing number.

FBHN mailed a notification letter to the New Hampshire resident on November 6, 2020 in accordance with N.H. Rev. Stat. Ann. § 359-C:20¹ and offered the individual twelve months of complimentary identity monitoring services through Experian. A copy of the notification letter is

¹ This report is not, and does not constitute, a waiver of FBHN objection that New Hampshire lacks personal jurisdiction over FBHN regarding any claims related to this data security incident.

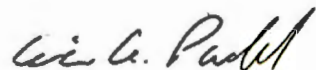
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enclosed. To help prevent this from happening again, FBHN is reviewing its relationship with Blackbaud and evaluating its security safeguards.

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

Sincerely,

A handwritten signature in cursive script, appearing to read "Eric A. Packel".

Eric A. Packel
Partner



Friends of Bassett Healthcare Network

[REDACTED]

Dear [REDACTED],

Friends of Bassett Healthcare Network (“FBHN”) is committed to protecting the security and privacy of our donors and all the individuals who support our fundraising efforts. Regrettably, this notice is regarding an incident that occurred at one of our vendors, Blackbaud, Inc. (“Blackbaud”), which may have involved some of your information.

What Happened

Blackbaud is a third-party vendor that provides cloud-based and data solution services relating to our fundraising activities. Blackbaud informed us it had discovered that an unauthorized individual gained access to its systems between February 7, 2020 and May 20, 2020. Blackbaud further advised that the unauthorized individual acquired backup copies of databases used by its customers, including a backup of the database we use for fundraising purposes. After learning about the incident, we took steps to understand the extent of the incident and the data involved.

What Information Was Involved

On October 5, 2020, our investigation and review of the Blackbaud database involved in the incident determined that it contained a voided check that has your name, address, date of birth, Social Security number, a voided check that includes bank account and routing number, and details surrounding your contributions to Friends of Bassett.

What You can Do

Though we are not aware at this time of any misuse of information involved in the incident, out of an abundance of caution, we are offering you a complimentary membership of Experian’s® IdentityWorksSM. This product provides you with identity detection and resolution of identity theft. IdentityWorks is completely free to you and enrolling in this program will not hurt your credit score. For instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take in response to the incident, please see the information provided in the following pages. We also remind you to remain vigilant to the possibility of fraud by reviewing your financial statements for any unauthorized activity. You should immediately report any unauthorized activity to your financial institution.

What We are Doing

We are notifying you about this incident because we take the privacy of your information very seriously. To help prevent something like this from happening again, we are reviewing our relationship with Blackbaud and evaluating its security safeguards.

For More Information

We sincerely regret any concern or inconvenience this incident may cause you. Should you have any further questions or concerns regarding this matter, please contact Joanne Tobey at 1-800-BAS-SETT or 607-547-3567 Monday through Friday 9am to 3:30 pm eastern time.

Sincerely,

Joanne Tobey

Joanne Tobey, MBA, Director of Donor Engagement

Friends of Bassett Healthcare Network

Tel. 607-547-3567

Activate IdentityWorks Now in Three Easy Steps

1. ENROLL by: **1/28/2021** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: [REDACTED]
3. PROVIDE the **Activation Code**: [REDACTED]

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 **(877) 890-9332**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud. Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at www.experianidworks.com/3bcredit or call (877) 890-9332 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at **(877) 890-9332**.

* 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.

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