

**KELLEY DRYE & WARREN LLP**

**WASHINGTON HARBOUR, SUITE 400**

**3050 K STREET, NW**

**WASHINGTON, DC 20007**

**RECEIVED**

**APR 23 2020**

**CONSUMER PROTECTION**

April 17, 2020

**VIA U.S. MAIL**

**Office of the New Hampshire Attorney General**

Asst. Attorney General in Charge

Department of Justice (Consumer Protection)

33 Capitol Street

Concord, NH 03301

To Whom It May Concern:

Pursuant to your state's law, on behalf of Fusion Management Services, LLC and each other U.S. subsidiary of Fusion Connect, Inc. (collectively, "Fusion"), we are notifying your office of a data breach that affected up to 21 New Hampshire residents when an unauthorized third-party gained access to certain Fusion servers and systems. Soon after the event occurred, Fusion sent affected individuals the enclosed written data breach notice, which provides a brief description of the incident, an offer to provide free credit monitoring for 12 months, and instructions on how to monitor their accounts and credit report for unusual activity. A summary of the key facts is set forth below.

**What Happened:** On or about March 27, 2020, Fusion discovered that an unauthorized third-party gained access to certain Fusion servers and systems. Through this access, the third-party potentially gained access to a folder that contained certain employee information. Up to 21 New Hampshire residents' files were potentially affected via this incident. Fusion has no data to show that the fraudster misused sensitive personal information from these files, but notified the affected personnel and advised them to review their credit reports for fraudulent activity.

**Type of Information:** The folder at issue contained employee W-2s that included social security numbers and historical pay information.

**The Company's Response:** Upon discovery, Fusion immediately initiated comprehensive efforts to contain and remediate the incident. These efforts include increased security measures to prevent such an event from recurring. In addition, Fusion offered the affected New Hampshire residents 12 months of a complimentary credit monitoring service.

Enclosed please find a copy of the notice of the breach that Fusion sent to New Hampshire residents on April 17, 2020.

**KELLEY DRYE & WARREN LLP**

**April 17, 2020**  
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**Please contact me if you have any questions.**

**Sincerely,**



**Alysa Z. Hutnik**

**Enclosure**



C/O ID Experts

<<Address>>

<<City>><<State>><<Zip>>

To Enroll, Please Call:  
1-833-968-1699  
Or Visit:  
<https://ide.myidcare.com/fusion>  
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

April 17, 2020

Dear <<First Name>><<Last Name>>:

On or about March 27, 2020, Fusion Management Services, LLC and each other U.S. subsidiary of Fusion Connect, Inc. (collectively, "Fusion") discovered that an unauthorized third party gained access to certain Fusion servers and systems.

We are sending you this letter as a cautionary measure because we believe that certain information about you, including historical pay-information and your social security number, may have been accessed without authorization.

Fusion regrets this incident, has notified appropriate governmental authorities about the potential breach, and has put in place updated measures to prevent this from happening again. Fusion values your privacy. While at this time we have no reason to believe any personal information was misused, for your protection, we have made arrangements with ID Experts® to provide, at no cost to you, a 12-month membership to a credit monitoring plan, MyIDCare™, which will provide you with 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. For further information and assistance, please contact ID Experts at 1-833-968-1699 Monday through Friday from 9 am - 9 pm Eastern Time.

Additionally, we have enclosed information on steps you can take to further protect your information, and how to receive free credit monitoring.

Fusion takes this matter very seriously and deeply regrets any inconvenience or concern that this matter may cause you.

Sincerely,

Kevin Brand  
Interim Chief Executive Officer, President and Chief Operating Officer  
Enclosure





## **Steps You Can Take To Further Protect Your Information**

- **Review Your Account Statements**

As a precautionary measure, we recommend that you review your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, or the Federal Trade Commission.

- **Credit Report Monitoring**

You may obtain a free copy of your credit report from each of the 3 major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <http://www.ftc.gov/bcp/menus/consumer/credit/rights/shtm>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies shown below.

Equifax (800) 685-1111 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a> 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626	TransUnion (800) 916-8800 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 6790 Fullerton, CA 92834
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In addition to the services noted above, Fusion has arranged with ID Experts to provide you with credit monitoring for 12 months, at no cost to you. The MyIDCare credit monitoring package provides you with the following benefits:

- 12 months of credit and CyberScan monitoring,
- A \$1,000,000 insurance reimbursement policy, and
- Fully managed ID theft recovery services.

**To take advantage of this offer, you must enroll by July 17, 2020.**

### **Enrollment Directions**

To activate your complimentary one-year membership in MyIDCare from ID Experts, visit the website <https://ide.myidcare.com/fusion> and enter your individual activation code listed at the top of your letter. If you prefer, you can enroll on the phone by speaking with ID Experts representatives toll-free at 1-833-968-1699.

As soon as you enroll in your complimentary MyIDCare membership, ID Experts will begin to monitor your credit reports to alert you of any credit inquiries or address changes in your name. ID Experts will also scan the dark web for any use of your personal information. This powerful tool will help you identify potentially fraudulent use of your information, and provide you with immediate assistance from a dedicated team of fraud resolution representatives should you ever need help.

You must enroll by July 17, 2020 to activate this membership, which will then continue for 12 full months.

Once your enrollment in MyIDCare is complete, you should carefully review your credit reports for inaccurate or suspicious items. If you have questions about MyIDCare, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact ID Experts customer care by calling 1-833-968-1699 or going to <https://ide.myidcare.com/fusion>.

- **Additional Free Resources on Identity Theft**

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information, please visit <http://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (877-438-4338). **Maryland residents** may

also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.oag.state.md.us/idtheft>, or by sending an email to [idtheft@oag.state.md.us](mailto:idtheft@oag.state.md.us), or calling 410-576-6491.

- **Fraud Alert**

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

- **Security Freeze**

In some U.S. states, you have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. Additionally, if you request a security freeze from a consumer reporting agency there may be a fee up to \$10 to place, lift, or remove the security freeze; however, this fee may be less in certain states (in MA, up to \$5). In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement. You must separately place a security freeze on your credit file with each credit reporting agency.

STATE OF MARYLAND  
DEPT OF JUSTICE  
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