



RECEIVED

MAY 17 2021

May 10, 2021

CONSUMER PROTECTION  
Anjali C. Das  
312.821.6164 (direct)  
Anjali.Das@wilsonelser.com

Via First Class Mail

Attorney General of New Hampshire  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03302

Re: Data Security Incident  
Client: G2 Insurance Services  
File No.: 15991.00907

Dear Attorney General:

We represent G2 Insurance Services regarding a recent cybersecurity incident. G2 Insurance Services ("G2") is located at 601 California Street, Suite 700 in San Francisco, CA 94108. This letter contains information about the incident and steps that have been taken in response.

**1. Nature of the incident.**

On February 4, 2021, G2 discovered that an unauthorized user may have gained access to one of our systems. Upon discovery of the potential unauthorized access, G2 engaged a professional cybersecurity forensics team to investigate the incident and determine the scope and extent of the potential unauthorized access. Forensic investigations of this type are difficult and take time and that is the reason for the delay between February and now.

The forensic investigation determined that some of the files on our systems were accessed by the unauthorized individual. Upon further review of the files that were impacted, G2 discovered that personally identifiable information, such as full names in combination with date of birth and driver's license number were impacted.

**2. Number of New Hampshire residents affected.**

One (1) New Hampshire resident was potentially affected by this incident. Incident notification letters will be mailed out on May 7, 2021 via First Class Mail. A sample copy of the Incident notification letter mailed to potentially affected resident(s) is included with this letter at **Exhibit A**.

**3. Steps taken.**

At this time, there is no evidence that any information has been misused as a result of this incident. G2 takes the security of all the information in its control very seriously, and is taking steps to prevent a similar event from occurring in the future. G2 is constantly reviewing and upgrading its capabilities to stay on the leading edge of available protection. G2 is also offering complimentary credit monitoring to the affected individuals.

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

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**4. Contact information.**

G2 remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at [Anjali.Das@WilsonElser.com](mailto:Anjali.Das@WilsonElser.com) or 312-821-6164.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**



Anjali C. Das

Enclosure

## EXHIBIT A



<<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>>,

**Notice of Data Breach:**

We are writing to inform you of a data security incident involving G2 Insurance Services, Inc. ("G2") that may have resulted in the unauthorized access to some of your personal information. G2 takes the security of your personal information very seriously, and we sincerely apologize for any inconvenience this incident may cause. While G2 has no evidence that your personal information has been misused, this letter contains information about the incident and steps you can take to protect your information.

**What Happened?**

On February 4, 2021, G2 discovered that an unauthorized user may have gained access to one of our systems. Upon discovery of the potential unauthorized access, G2 engaged a professional cybersecurity forensics team to investigate the incident and determine the scope and extent of the potential unauthorized access. Forensic investigations of this type are difficult and take time and that is the reason for the delay between February and now.

**What Information was Involved?**

The forensic investigation determined that some of the files on our systems were accessed by the unauthorized individual. Upon further review of the files that were impacted, G2 discovered that personally identifiable information, such as your name in combination with your driver's license number and date of birth may have been impacted.

**What we are doing and what can you do:**

G2 takes the security of your personal information very seriously, and has taken steps to prevent a similar event from occurring in the future. In order to help relieve concerns and restore confidence following this incident, we have arranged for the services of **Kroll** to provide optional identity monitoring services, at no cost to you, for **12** months.

Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <<IDMonitoringURL>> to activate and take advantage of your identity monitoring services.

*You have until <<Date>> to activate your identity monitoring services.*

Membership Number: <<Member ID>>

Additional information describing your services is included with this letter.

**Other Important Information:**

The protection of your information is a top priority, and we sincerely regret any concern or inconvenience that this incident may cause you. We remain dedicated to maintaining the security and protection of your information and have responded to this incident as follows:

- discovered this incident very quickly and stopped it in its tracks,
- had strong cybersecurity in place prior to this event and have added additional layers since,
- are constantly reviewing and upgrading our capabilities to stay on the leading edge of available protection.

We encourage you to remain vigilant and review the enclosed addendum outlining additional steps you can take to protect your personal information. If you have any questions or want to activate the complimentary identity monitoring services, please call 1-???-???-???? Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time excluding U.S. holidays.

Sincerely,

A handwritten signature in black ink, appearing to read "Matthew W. Goldman". The signature is fluid and cursive, with a prominent initial "M" and a long, sweeping underline.

Matthew Goldman, Principal & Co-CEO  
G2 Insurance Services



## **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.

### **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.

## Additional Important Information

**For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:** It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**For residents of Iowa:**

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

**For residents of Arizona, Colorado, Maryland, Rhode Island, Illinois, New York, and North Carolina:** You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the Attorney General** Consumer Protection Division 200, St. Paul Place Baltimore, MD 21202 1-888-743-0023 [www.oag.state.md.us](http://www.oag.state.md.us)

**Rhode Island Office of the Attorney General** Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 [www.riag.ri.gov](http://www.riag.ri.gov)

**North Carolina Office of the Attorney General** Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 [www.ncdoj.com](http://www.ncdoj.com)

**Federal Trade Commission** Consumer Response Center, 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**New York Office of Attorney General** Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755 <https://ag.ny.gov/consumer-frauds/identity-theft>

**Colorado Office of the Attorney General** Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 [www.coag.gov](http://www.coag.gov)

**Arizona Office of the Attorney General** Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

**Illinois Office of the Attorney General** Consumer Protection Division 100 W Randolph St., Chicago, IL 60601 1-800-243-0618 [www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

**For residents of Massachusetts:** It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

**For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with Equifax ([https://assets.equifax.com/assets/personal/Fraud\\_Alert\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf)); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

**Equifax Security Freeze**  
P.O. Box 105788  
Atlanta, GA 30348  
800-525-6285

**Experian Security Freeze**  
P.O. Box 9554  
Allen, TX 75013  
888-397-3742

**TransUnion (FVAD)**  
P.O. Box 2000  
Chester, PA 19022  
800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.