

STATE OF NH  
DEPT OF JUSTICE

 **NORTON ROSE FULBRIGHT**

2020 NOV -5 PM 3:45

Norton Rose Fulbright US LLP  
799 9th Street NW  
Suite 1000  
Washington, DC 20001-4501  
United States

**November 3, 2020**

**Via Certified Mail**

Office of the Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**Chris Cwalina**  
**Partner**

Direct line 202 662 4691  
chris.cwalina@nortonrosefulbright.com

Tel +1 202 662 0200  
Fax +1 202 662 4643  
nortonrosefulbright.com

Re: Legal Notice of Information Security Incident

Dear Sirs or Madams:

Pursuant to N.H. RSA § 359-C:20(I)(b), I am writing on behalf of my client, The GEO Group, Inc. ("GEO"), to inform you that GEO was the target of a ransomware attack that exposed the personal information of approximately 1 New Hampshire resident.

On August 19, 2020, GEO was alerted that portions of its environment had been infected with ransomware. GEO immediately launched an investigation and leading cybersecurity and forensic firms were engaged to determine the nature and scope of the incident. GEO also notified the Federal Bureau of Investigation.

The investigation determined that the unauthorized actor gained access to certain GEO systems and likely exfiltrated a subset of data from a small number of GEO servers prior to execution of the ransomware. Thereafter, GEO conducted a thorough review of the impacted data to identify individuals whose personal information may have been involved. On September 25, 2020, GEO completed its review of the data and determined that it contained the following types of personal information: name, date of birth, Social Security number, Driver's License number, Department of Corrections Number, employee ID number, medical treatment information, and other health-related information.

We are not aware of any fraud or misuse of any personal information as a result of this incident. We do not believe personal information was targeted by the threat actor for the purpose of identity theft, but rather, such information happened to be included in the documents taken by the threat actor as part of the ransomware attack to extort the company. It is important to note that GEO did not need the decryptor tool as GEO's business continuity and disaster recovery plans enabled the company to recover from backup processes without the need for the decryptor tool.

To help prevent a similar incident from occurring in the future, GEO implemented additional security measures designed to enhance the security of its network, systems and data, including deploying end point detection and response tools to monitor and quickly mitigate threats to GEO's network, a forced password reset and strengthening security awareness training. In addition, GEO continues to review its security measures, internal controls, and safeguards and continues to make changes to help prevent a similar incident from occurring in the future.

Norton Rose Fulbright US LLP is a limited liability partnership registered under the laws of Texas.

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November 3, 2020  
Page 2

NORTON ROSE FULBRIGHT

GEO will begin sending notification letters to the impacted New Hampshire resident on November 3, 2020 and will be offering them 24 months of complimentary credit monitoring and fraud protection services. Enclosed is a sample copy of the letter.

If you have any questions or need further information regarding this incident, please contact me at (202) 662 4691 or [chris.cwalina@nortonrosefulbright.com](mailto:chris.cwalina@nortonrosefulbright.com).

Very truly yours,



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Chris Cwalina

CGC/

Enclosure



The GEO Group, Inc.®

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

November 3, 2020

F9031-L01-0000001 P003 T00017 \*\*\*\*\*ALL FOR AADC 123



SAMPLE A SAMPLE - LV1 EMPLOYEE  
APT B  
123 ANY ST  
ANYTOWN, US 12345-6789



Re: *Notice of Data Security Incident*

Dear Sample A Sample:

The GEO Group (“GEO”) was recently the victim of a criminal ransomware attack. We are writing to let you know how this incident may have affected your personal information and, as a precaution, to provide steps you can take to help protect your information. We take the privacy and security of your personal information very seriously and we sincerely regret any concern this incident may cause you.

**What Happened**

On August 19, 2020 GEO discovered it was targeted by a ransomware attack in which an unauthorized actor gained access to GEO’s network. Upon discovery, GEO immediately severed all connections between the affected corporate servers, our facilities, data centers and corporate office in an effort to contain the attack. GEO is also working with forensic experts to conduct a detailed technical investigation into the incident. The investigation has revealed that the incident may have affected your personal information.

**What Information Was Involved**

The personal information that may have been accessed by the unauthorized actor may have included your name, address, date of birth, Social Security number, employee ID number, driver’s license number, medical treatment information, and other health-related information. At this point, we are unaware of any fraud or misuse of your personal information as a result of this incident.

**What We Are Doing**

Upon discovery, GEO immediately reported the incident to, and is working closely with, the appropriate law enforcement authorities, including the FBI. We also implemented additional security protocols designed to protect our network, email environment, systems, and personal information.

**What You Can Do**

At this time, we have no evidence that your personal information has been misused, but we wanted to make you aware of the incident and provide you with additional information on steps you may consider taking. Please review the “Information About Identity Theft Protection” reference guide, enclosed here, which describes additional steps you may take to help protect yourself, including recommendations from the Federal Trade Commission regarding identity theft protection and details regarding placing a fraud alert or a security freeze on your credit file. As an added precaution, to help protect your identity, we are offering a complimentary two-year membership of Experian’s® IdentityWorks<sup>SM</sup>. This product provides you with

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superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: January 31, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [www.experianidworks.com/3bcredit](http://www.experianidworks.com/3bcredit)
- Provide your **activation code: ABCDEFGHI**

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 [\(855\) 414-6050](tel:8554146050) by **January 31, 2021**. Be prepared to provide engagement number **B005361** as proof of eligibility for the identity restoration services by Experian.

#### **ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

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

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [\(855\) 414-6050](tel:8554146050). If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

#### ***For More Information***

The security of your personal information is important to us and we sincerely regret that this incident occurred. For more information, or if you have any questions or need additional information, please contact [\(855\) 414-6050](tel:8554146050).

Sincerely,



Anthony Shelton  
Corporate Counsel & Chief Privacy Officer

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



## Information About Identity Theft Protection Guide

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 www.transunion.com

**Free Credit Report.** We remind you 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](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 from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**  
You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, 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.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

**For Colorado and Illinois residents:** You may obtain information from the credit reporting agencies and the FTC about security freezes.

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**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. As of September 18, 2018, when you place a fraud alert, it will last one year, instead of 90 days. Fraud alerts will still be free and identity theft victims can still get an extended fraud alert for seven years.

**For Colorado and Illinois residents:** You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**Federal Trade Commission and State Attorneys General Offices.** 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 home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

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

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

**For Rhode Island Residents:** You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

**Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

**For Rhode Island residents:** You have the right to file or obtain a police report regarding this incident.



The GEO Group, Inc.®

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

November 3, 2020

F9031-L02-0000002 P003 T00017 \*\*\*\*\*ALL FOR AADC 123



SAMPLE A SAMPLE - LV2 DETAINEE  
APT B  
123 ANY ST  
ANYTOWN, US 12345-6789



Re: *Notice of Data Security Incident*

Dear Sample A Sample:

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Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

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Sincerely,



Anthony Shelton  
Corporate Counsel & Chief Privacy Officer

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

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**Free Credit Report.** We remind you 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](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 from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

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**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act.

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F9031-L02

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