

James J. Giszczak
Direct Dial: 248-220-1354
E-mail: jgiszczak@mcdonaldhopkins.com

RECEIVED
OCT 21 2019
CONSUMER PROTECTION

McDonald Hopkins PLC
39533 Woodward Avenue
Suite 318
Bloomfield Hills, MI 48304
P 1.248.646.5070
F 1.248.646.5075

October 15, 2019

VIA U.S. MAIL

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Granite State College – Incident Notification

Dear Mr. MacDonald:

McDonald Hopkins PLC represents Granite State College (“GSC”), an institution of the University System of New Hampshire. I am writing to provide notification of an incident at GSC that may affect the security of personal information of one hundred forty-seven (147) New Hampshire residents. GSC’s investigation is ongoing, and this notification will be supplemented with any new or significant facts or findings subsequent to this submission. By providing this notice, GSC does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On October 4, 2019, GSC learned that a spreadsheet containing personal information of a limited number of students was inadvertently sent to a single student on October 3, 2019. The information included the New Hampshire residents’ full name, Social Security number, and date of birth. The recipient promptly alerted GSC to the error and confirmed the deletion of both the email and spreadsheet.

GSC’s investigation is ongoing and GSC has no reason to believe there has been or will be any misuse of residents’ information. Nevertheless, out of an abundance of caution, GSC wanted to inform you (and the affected residents) of the incident and to explain the steps that it is taking to help safeguard the affected residents against identity fraud. GSC is providing the residents with written notification of this incident commencing on or about October 15, 2019 in substantially the same form as the letter attached hereto. GSC is providing the residents with 12 months of credit monitoring services and advising the residents to always remain vigilant in reviewing financial account statements for fraudulent or irregular activity on a regular basis. GSC is advising the residents about the process for placing a fraud alert and/or security freeze on their credit files and obtaining free credit reports. The residents are also being provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

Attorney General Gordon MacDonald
Office of the Attorney General
October 15, 2019
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At GSC, safeguarding personal information is a top priority. GSC is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. GSC is continuing to evaluate its practices and internal controls to enhance the security and privacy of personal information and will make changes, as necessary.

Should you have any questions regarding this notification, please contact me at (248)-220-1354 or jgiszczak@mcdonaldhopkins.com.

Sincerely,



James J. Giszczak

Encl.

cc: Mark Rubinstein, President, Granite State College
Ron Rodgers, General Counsel, University System of New Hampshire

**IMPORTANT INFORMATION
PLEASE REVIEW CAREFULLY**



Dear :

We are writing with important information regarding a recent security incident. The privacy and security of the personal information we maintain is of the utmost importance to Granite State College ("GSC"). As such, we wanted to provide you with information about the incident, explain the services we are making available to you, and let you know that we continue to take significant measures to protect your information.

We learned on October 4, 2019 that a spreadsheet containing personal information of a limited number of students was inadvertently sent to a single student on October 3, 2019. The spreadsheet contained your full name, Social Security number, and date of birth. The recipient promptly alerted us to the error and confirmed the deletion of both the email and spreadsheet.

We have no reason to believe there has been or will be any misuse of your information, but we are notifying you of this incident out of an abundance of caution. Additionally, to protect you from potential misuse of your information, we are offering a complimentary one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

Please accept our sincere apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and have already modified our practices to enhance the security and privacy of your personal information.

If you have any further questions regarding this incident, please call [REDACTED]
[REDACTED] is available Monday through Friday, 9 a.m. to 5 p.m. EST.

Sincerely,

[REDACTED]

Granite State College

– OTHER IMPORTANT INFORMATION –

1. Enrolling in Complimentary 12-Month Credit Monitoring.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: [REDACTED] (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 [REDACTED]. 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 [REDACTED]
or call [REDACTED] 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 [REDACTED] 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 [REDACTED]

* 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.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Department of Justice, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov/, Telephone: 877-566-7226.