

**JacksonLewis**

RECEIVED

DEC 27 2021

CONSUMER PROTECTION

**Jackson Lewis P.C.**  
200 Connell Drive., Suite 2000  
Berkeley Heights, NJ 07922  
(908) 795-5200 Main  
(908) 464-2614 Fax  
[www.jacksonlewis.com](http://www.jacksonlewis.com)

*Joe Lazzarotti*  
Direct: (908) 795-5205  
[joe.lazzarotti@jacksonlewis.com](mailto:joe.lazzarotti@jacksonlewis.com)

Office of the Attorney General  
Department of Justice  
Consumer Protection Bureau  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

Re: Data Incident Notification<sup>1</sup>

December 22, 2021

Dear Sir or Madam:

Please be advised that on November 17, 2021, our client, Greater Boston Catholic Charities (“Catholic Charities”) learned that the personal information of 15 New Hampshire residents may have been subject to unauthorized access as the result of a cyberattack (the “Incident”) that impacted Catholic Charities’ email accounts.

Catholic Charities immediately commenced an investigation of the Incident, with assistance from third party experts, for the purpose of determining its scope, the impact on its information systems, and the identities of those the Incident may have affected. We believe, based on the investigation, that the Incident occurred sometime on or around August 5, 2021. While the investigation is still ongoing, at this time we believe the data elements involved may have included: name, address, and Social Security number.

Out of an abundance of caution, and in accordance with applicable law, Catholic Charities will provide notice to the affected New Hampshire residents, so that they can take steps to minimize the risk that their information will be misused. Catholic Charities will offer these individuals 24-months of identity theft protection services.

As set forth in the enclosed letter, Catholic Charities has taken numerous steps to protect the security of the personal information under its control and to prevent the occurrence of

---

<sup>1</sup> Please note that by providing this letter Catholic Charities is not agreeing to the jurisdiction of State of New Hampshire, nor waiving its right to challenge jurisdiction in any subsequent actions.

similar future incidents. Since learning of the attack, Catholic Charities reported the Incident to the Federal Bureau of Investigation (“FBI”) and has been working with its internal Information Technology team and third-party forensics experts to ensure the integrity of its systems.

We will continue to monitor this situation and will update you on any significant developments.

If you require any additional information on this matter, please contact me.

Sincerely,

JACKSON LEWIS, P.C.

*/s/ Joe Lazzarotti*

cc: Jackson E. Biesecker (Jackson Lewis P.C.)



Mail Processing Center  
PO Box 509  
Buford, GA 30515

*Catholic Charities  
is building a just  
and compassionate society  
rooted in the dignity  
of all people*

December 22, 2021

XXXX XXXXX  
XXX XXX XXXXXXX  
XXXX, XX XXXXXX

Re: Notice of Data Security Incident

Dear XXXXXX XXXXXX:

At Catholic Charities, we value and respect the privacy of your information, which is why we are writing to inform you we recently learned that some of your personal information may have been subject to unauthorized access or acquisition as the result of a cyberattack (the "Incident"). While we are not aware of any misuse of your information, we are providing this notice to inform you of the Incident and to call your attention to steps you may take to better protect against the possibility of identity theft and fraud, should you feel it is necessary to do so.

#### **What Happened?**

On November 17, 2021 we discovered your personal information may have been accessible to an unauthorized actor(s) as a result of the Incident. We believe that based on the investigation, it appears the Incident occurred sometime on or around August 5, 2021.

#### **What Information Was Involved?**

The following types of data may have included personal information such as your name and Social Security number. No financial account, credit card, or debit card information was involved in this incident.

#### **What We Are Doing?**

Catholic Charities takes this Incident and the security of your personal information very seriously. Upon learning of this incident, we launched an in-depth investigation to determine the scope of the Incident and identify those potentially affected. This included working with our information technology team and engaging third-party forensic experts in an effort to ensure the Incident did not result in any additional exposure to personal information and taking steps to confirm the integrity of our systems. We also worked with third-party experts to determine what information may have been at risk. We also reported the Incident to the Federal Bureau of Investigation ("FBI") to assist in our investigations and best protect from any incidents like this in the future. This communication was not delayed at the request of law enforcement. As an added precaution, we are also offering complimentary access to identity monitoring, fraud consultation, and identity theft restoration services. If you wish to receive these services, activation instructions are below.





Mail Processing Center  
PO Box 509  
Buford, GA 30515

*Catholic Charities  
is building a just  
and compassionate society  
rooted in the dignity  
of all people*

### What You Can Do?

The attached sheet describes steps you can take to protect your identity and personal information. In addition, we would like to offer you access to the following:

- Single Bureau Credit Monitoring services at no charge. These services provide you with alerts for twenty-four months from the date of enrollment when changes occur to your credit report.
- In addition, we are offering identity theft protection services through First Watch Technologies ("FWT"). FWT identity protection services include: 24 months of credit monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, FWT will help you resolve issues if your identity is compromised.
- We encourage you to contact FWT with any questions and to enroll in free identity protection services by calling **866-313-7993** and using the Enrollment Code provided below. FWT representatives are available Monday through Friday from 9 am – 5:30 pm eastern. When prompted, please provide the following unique code to receive services: **XXXXX XXXX XX**. Please note the deadline to enroll is **March 22,2022**.

Again, at this time, there is no evidence that student information has been misused. However, we encourage you to take full advantage of this service offering. FWT representatives have been fully versed on the incident and can answer questions concerns you may have regarding protection of student personal information. To extend these services, enrollment in the monitoring services is required.

### For More Information.

Catholic Charities apologizes for the inconvenience this may cause. We are committed to maintaining the security and privacy of personal information. We want you to be assured that we are taking steps to minimize the chances of a similar occurrence happening again. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 866-313-7993, Monday through Friday from 9:00 a.m. to 5:30 p.m. You also may call Megan O'Brien in our Human Resources department at 617-464-8136 or email her at [Megan\\_Obrien@ccab.org](mailto:Megan_Obrien@ccab.org).

Regards,

Jennifer S. Mendelsohn  
CFO





Mail Processing Center  
PO Box 509  
Buford, GA 30515

*Catholic Charities  
is building a just  
and compassionate society  
rooted in the dignity  
of all people*

### **ADDITIONAL RECOMMENDED STEPS**

We recommend you remain vigilant and consider taking the following steps to avoid identity theft, obtain additional information, and protect your personal information:

- Order Your Free Credit Report at [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at [www.ftc.gov](http://www.ftc.gov). When you receive your credit report, review the entire report carefully. Look for any inaccuracies and/or accounts you don't recognize and notify the credit bureaus as soon as possible in the event there are any. You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information.
- Place a Fraud Alert on Your Credit File. A fraud alert helps protect you against an identity thief opening new credit in your name. With this alert, when a merchant checks your credit history when you apply for credit, the merchant will receive a notice that you may be a victim of identity theft and to take steps to verify your identity. You also have the right to place a "security freeze" on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can place a fraud alert or request a security freeze by contacting the credit bureaus. The credit bureaus may require that you provide proper identification prior to honoring your request.

Equifax, P.O. Box 740241, Atlanta, GA 30374; 1-800-525-6285; [www.equifax.com](http://www.equifax.com)

Experian, P.O. Box 9532, Allen, TX 75013; 1-888-397-3742; [www.experian.com](http://www.experian.com)

TransUnion, P.O. Box 2000, Chester, PA 19016; 1-800-680-7289; [www.transunion.com](http://www.transunion.com)

- Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
- If you aren't already doing so, please pay close attention to all bills and credit-card charges you receive for items you did not contract for or purchase. Review all of your bank account statements frequently for checks, purchases or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.
- The Federal Trade Commission ("FTC") offers consumer assistance and educational materials relating to identity theft, privacy issues, and how to avoid identity theft. You may also obtain information about fraud alerts and security freezes from the consumer reporting agencies, your state Attorney General, and the FTC. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General, and/or the Federal Trade Commission ("FTC"). You can learn more about how to protect yourself from becoming an identity theft victim (including how to place a fraud alert or security freeze) by contacting the FTC at 1-877-IDTHEFT (1-877-438-4338), or [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft). The mailing address for the FTC is:





Mail Processing Center  
PO Box 509  
Buford, GA 30515

Catholic Charities  
is building a just  
and compassionate society  
rooted in the dignity  
of all people

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW  
Washington, DC 20580.

- *For District of Columbia Residents:* You can obtain additional information about steps to take to avoid identity theft from the Office of the Attorney General for the District of Columbia, 441 4th Street, NW, Washington, DC 20001, 202-727-3400, [www.oag.dc.gov](http://www.oag.dc.gov).
- *For New Mexico Residents:* You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or [www.ftc.gov](http://www.ftc.gov). In addition, New Mexico consumers 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 more information about New Mexico consumers obtaining a security freeze, go to <http://consumersunion.org/pdf/security/securityNM.pdf>
- *For New York Residents:* You may also contact the following state agencies for information regarding security breach response and identity theft prevention and protection information: 1) New York Attorney General, (212) 416-8433 or <https://ag.ny.gov/internet/resource-center>; or 2) NYS Department of State's Division of Consumer Protection, (800) 697-1220 or <https://dos.ny.gov/consumer-protection>.
- *For North Carolina Residents:* You can obtain information about steps you can take to help prevent identity theft from the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699, 1-877-566-7226, [www.ncdoj.gov](http://www.ncdoj.gov).
- *For Rhode Island Residents:* You can obtain information from the Rhode Island Attorney General about steps you can take to help prevent identity theft at: 150 South Main Street, Providence, RI 02903, (401) 274-4400, [www.riag.ri.gov](http://www.riag.ri.gov). This incident affected three Rhode Island residents.







Mail Processing Center  
PO Box 509  
Buford, GA 30515

*Catholic Charities  
is building a just  
and compassionate society  
rooted in the dignity  
of all people*

### **First Watch Identity Protection Services**

**Your Verification Code is: XXXX XXXX XXXX**

To help safeguard your child from misuse of your personal information, we have arranged to have First Watch ID monitor your child's identity for suspicious activity within the United States for 24 months at no cost to you.

**First Watch Identity Restoration** is automatically available to you with no enrollment required. If a problem arises, simply call 877-817-0173 and provide your Verification Code (listed above). Our recovery specialists will help bring your identity back to a "pre-theft" status..

To receive the **First Watch Identity Protection**, enrollment is required. This includes Identity Risk Scores, Continuous Identity Monitoring, Account Activity Alerts, Dark Web Monitoring, \$1 Million Identity Theft Insurance with \$0 Deductible, Social Security Statement Access, Lost Wallet/Purse Assistance, Stop Credit Card Offers, Enewsletter and Monthly Email if No Suspicious Activity is found. If suspicious activity is found, First Watch will place a personal phone call to you (at the telephone number that you provide) to determine if the suspicious activity is potentially fraudulent.

You can enroll your child in this service between now and March 22, 2022 using the Verification Code (listed above). To enroll, go to [www.firstwatchid.com](http://www.firstwatchid.com), click on the Verification Code button and follow the instructions. Or, call 866-313-7993 Monday through Friday between the hours of 9:00 a.m. and 5:30 p.m. EST.

Please save this letter in a safe place. Your Verification Code (listed above) is required when calling First Watch ID Customer Service.

