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September 14, 2021

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VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

The Honorable Gordon MacDonald
Attorney General of the State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Re: Notification of a Potential Data Security Incident

Dear Attorney General MacDonald:

We represent Greater Boston Legal Services (“GBLS”), 197 Friend Street, Boston, Massachusetts 12114, in connection with a recent incident that may have involved the personal information of sixty (60) New Hampshire residents. GBLS is reporting the incident pursuant to N.H. REV. STAT. ANN. § 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to this submission. While GBLS is notifying you of this incident, GBLS does not waive any rights or defenses relating to the incident or this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE SECURITY INCIDENT OR UNAUTHORIZED USE OR ACCESS

GBLS recently discovered unusual activity on its computer network and, following an investigation, determined that an unauthorized third party may have gained access to, and acquired documents from, its computer network between June 24, 2021 and June 26, 2021. Upon discovering the incident, GBLS immediately secured its computer network to prevent further access. It also engaged a leading forensic security firm to investigate and confirm the overall security of GBLS’ computer systems. GBLS determined that individuals’ personal information was stored on GBLS’ computer network; however, GBLS is unable to identify exactly what documents were accessed or acquired by the unauthorized third party. The information involved for each individual varied, but may have included name, date of birth, address, Social Security number, and limited health information. GBLS is not aware of any fraud or identity theft to any individual as a result of this incident.

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NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

Following an in-depth review of its computer network, GBLS determined that the contents therein may have contained the personal information of sixty (60) New Hampshire residents. GBLS notified the affected individuals of the incident by letter today, September 14, 2021. The notification letter included an offer for twelve (12) months of complimentary credit monitoring and identity theft protection. Attached is a copy of the notification letter that was sent to the affected individuals via first-class United States mail.

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, GBLS promptly controlled the incident by preventing any further access to its network. It also engaged a leading forensic firm to investigate the incident and confirm the security of its systems. GBLS is undertaking efforts to reduce the risk of a similar incident occurring in the future, including implementing additional technical safeguards. GBLS is providing notice of the incident via three (3) local media outlets and on its website homepage. Finally, as discussed above, GBLS is notifying affected individuals, providing free credit monitoring services, and providing individuals with information on how they can protect themselves against fraudulent activity and identity theft.

CONTACT INFORMATION

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,



Michael J. Waters

Enclosure



<<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>>,

RE: NOTICE OF DATA BREACH

We are notifying you of a recent data security incident that could have involved some of your personal information.

What Happened? On June 26, 2021, we discovered unusual activity on our computer network. Upon learning of the issue, we quickly began an investigation and took steps to secure our systems. As part of that investigation, we determined that someone may have acquired some documents from our system without authorization. We are unable to identify exactly what documents were taken, so we have decided to provide notice to anyone whose information was stored on our computer network.

What Information Was Involved? The type of information accessed is unknown, but on or around August 10, 2021, we determined it could have included your name, date of birth, address, Social Security number, and depending on our relationship with you, limited health information.

What We Are Doing. We are taking a broad approach to notification and providing notice to anyone whose information could have been accessed. You are receiving this notice because your information is stored on our computers. We are also taking additional steps to secure our computer systems to help prevent this type of incident from happening in the future.

What You Can Do. Although we are not aware of any instances of fraud or identity theft, 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.**

Other Important Information. While we have no evidence that your personal information has been misused, you can find more information on steps to protect yourself against identity theft or fraud in the enclosed *Additional Important Information* sheet.

For More Information. We take our responsibility to protect your information seriously, and we apologize for any concern this incident might cause. If you have questions, please call 1-855-651-2687 from 9:00 a.m. – 6:30 p.m. Eastern Time, Monday through Friday, excluding some U.S. holidays.

Sincerely,

Jacquelynne J. Bowman
Executive Director

ACTIVATING YOUR COMPLIMENTARY CREDIT MONITORING

To help protect your identity, 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 superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: <<b2b_text_1(Enrollment Deadline)>> (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the <<Activation Code s_n>>

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 877-288-8057. Be prepared to provide engagement number <<b2b_text_2(Engagement Number)>> 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** 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.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 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 www.ExperianIDWorks.com/restoration 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 877-288-8057.

* 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.

Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring 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 should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, 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 <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 2002
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 2000
Chester, PA 19016

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze can be placed without any charge and is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze
1-888-298-0045
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
1-888-909-8872
www.transunion.com
P.O. Box 160
Woodlyn, PA 19094

This notification was not delayed by law enforcement.

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcftp_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

Iowa Residents: Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines IA 50319, 515-281-5164.

Maryland Residents: Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, <http://www.marylandattorneygeneral.gov/>.

New York State Residents: New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

North Carolina Residents: North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov.

Rhode Island Residents: We believe that this incident affected 101 Rhode Island residents. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, www.riag.ri.gov. You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Vermont Residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).

FOR TRANSLATION:

This document includes an important notice.

If you cannot read this attached document, please call 1-855-651-2687 for translation help.

LANGUAGE	TRANSLATED TEXT
Chinese (Simplified)	本文件包含重要通知。 如果您无法阅读所附文件，请拨打1-855-651-2687寻求翻译协助。
Chinese (Traditional)	本文件包含重要通知。 您若無法閱讀所附文件，請致電1-855-651-2687尋求翻譯協助
Haitian Creole	Dokiman sa a gen yon notifikasyon ki enpòtan. Si w pa ka ouvè dokiman ki nan dosye sa a, tanpri rele nan 1-855-651-2687 pou w jwenn èd pou tradiksyon.
Portuguese (BR)	Um aviso importante está incluso neste documento. Se você não consegue ler o documento anexo, ligue para 1-855-651-2687 para ter ajuda com a tradução.
Spanish (LatAm Neutral)	Este documento incluye un aviso importante. Si no puede leer el documento adjunto, llame al 1-855-651-2687 para obtener ayuda con la traducción.
Vietnamese	Tài liệu này chứa một thông báo quan trọng. Nếu quý vị không thể đọc văn bản đính kèm, xin vui lòng gọi 1-855-651-2687 để được trợ giúp dịch thuật.