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March 20, 2017

Attorney General Michael A. Delaney
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

**Re: Groton Public Schools – Incident Notification**

Dear Attorney General Delaney:

McDonald Hopkins PLC represents Groton Public Schools. I write to provide notification concerning an incident that may affect the security of personal information of one (1) New Hampshire resident. Groton Public Schools' investigation is ongoing and this notification will be supplemented with any new significant facts or findings subsequent to this submission, if any. By providing this notice, Groton Public Schools does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On March 2, 2017, Groton Public Schools discovered that on March 1, 2017, as a result of a criminal phishing email, an unauthorized third party obtained an electronic file containing 2016 Form W-2s of certain current and former employees of Groton Public Schools. Law enforcement has been notified and an investigation has been opened. Groton Public Schools also engaged external cybersecurity professionals to assist in the investigation.

Groton Public Schools has devoted considerable time and effort to determine what exact information may be at risk of disclosure. Groton Public Schools can confirm the information obtained by the unauthorized party included 2016 Form W-2s, which included the resident's full name, Social Security number, home address, and wage and tax withholding information for 2016. All individuals were notified separately of this incident.

Groton Public Schools wanted to make you (and the affected resident) aware of the incident and explain the steps Groton Public Schools is taking to help safeguard the resident against identity fraud. Groton Public Schools provided the New Hampshire resident with written notice of this incident commencing on March 3, 2017, in substantially the same form as the letter attached hereto. Groton Public Schools is offering the resident a complimentary membership with a credit monitoring and identity theft protection service. Groton Public Schools has advised the resident to remain vigilant in reviewing financial account statements for fraudulent or irregular activity. Groton Public Schools has advised the resident about the process for placing a

fraud alert on their credit files, placing a security freeze, and obtaining a free credit report. The resident also has been provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

Groton Public Schools takes its obligation to help protect personal information very seriously. Groton Public Schools is continually evaluating and modifying its practices to enhance the security and privacy of personal information.

Should you have any questions regarding this notification, please contact me at (248) 220-1356 or dpaluzzi@mcdonaldhopkins.com.

Sincerely,

Dominic A. Paluzzi

Encl.

# *GROTON PUBLIC SCHOOLS*

**Groton, Connecticut**

***Administration Offices***

[redacted]

March 3, 2017

[redacted]

***RE: Important Security and Protection Notification***
***Please read this entire letter.***

We are contacting you regarding a data security breach that occurred on March 1, 2017 at Groton Public Schools. This incident involved your 2016 W2 information which included your Social Security number. Please be assured that we have taken every step necessary to address the incident.

**What we are doing to protect your information:**
To help protect your identity, we are offering a [redacted] of Experian's® ProtectMyID® Alert at no cost to you. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. **You must personally activate this service to have this protection in place.**

**Activate ProtectMyID Now in Three Easy Steps:**

1. ENSURE **That You Enroll By:** [redacted]
2. VISIT the **ProtectMyID Web Site to enroll:** [redacted]
3. PROVIDE **Your Activation Code:** [redacted]

**ADDITIONAL DETAILS REGARDING YOUR [redacted] PROTECTMYID MEMBERSHIP:**

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
- **$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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]

**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 the final page of this letter.

We sincerely apologize for this incident, regret any inconvenience it may cause you and encourage you to take advantage of the product outlined herein. Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact [redacted]

Sincerely,

[redacted]

* 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.

## ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

### ➢ PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE

An **initial 90 day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should takes steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

| Equifax | Experian | TransUnion |
|---|---|---|
| 1-800-525-6285 | 1-888-397-3742 | 1-800-680-7289 |
| www.equifax.com | www.experian.com | www.transunion.com |

### ➢ PLACE A SECURITY FREEZE ON YOUR CREDIT FILE

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report in connection with new credit application, which will prevent them from extending credit. A security freeze generally does not apply to circumstances in which you have an existing account relationship and a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

### ➢ ORDER YOUR FREE ANNUAL CREDIT REPORTS

Visit www.annualcreditreport.com or call 877-322-8228. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

### ➢ MANAGE YOUR PERSONAL INFORMATION

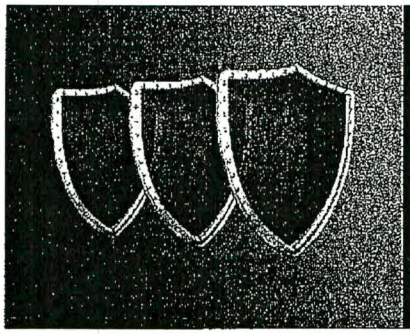
Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with and shredding receipts, statements, and other sensitive information.

### ➢ USE TOOLS FROM CREDIT PROVIDERS

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

### ➢ OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF

- Visit http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html for general information regarding protecting your identity.
- The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.



# ProtectMyID® Alert

All of the benefits of a multi-layered identity theft detection, protection, and resolution product with a focus on our fundamental services.

Experian℠

PROTECT my ID .com
A part of Experian

ProtectMyID Alert leverages the superior identity theft protection services of ProtectMyID with a focus on advanced features that help consumers identify and resolve identity theft before it escalates out of control.

## Peace of mind in the face of sudden data loss

With the time it takes to resolve identity theft increasing to 40 hours in 2010 and the average individual's out of pocket expense growing to $631[1] the effects of a data breach can result in potential damage to your brand and loss of revenue. You can help to minimize the legal risks and financial costs associated with a data breach by partnering with Experian® to mitigate the effects of such adverse incidents. ProtectMyID's dedicated professionals manage your case and provide assistance throughout the entire process, helping you to maintain customer loyalty and strengthen your brand by resolving a data breach rapidly and discreetly.

## Experience-driven protection

Experian has managed thousands of data breach incidents in the finance, education, commerce, medical, and government sectors. With our latest addition to the ProtectMyID family, ProtectMyID Alert, you can offer the same trusted name in identity theft protection while addressing your customers' or employees' immediate needs with credit monitoring, fraud resolution, and identity theft insurance.

## Experian's finest identity theft protection and credit monitoring solution

ProtectMyID guards your employees' and customers' most valuable asset — their identity. What they experience is the same superior identity theft protection Experian has provided to millions of consumers and thousands of organizations. Ease of use. Peace of mind. Protection like no other.

## Multiple levels of vital detection and support

**Daily credit monitoring of up to 3 bureaus and timely alerts**

- Early warning Surveillance Alerts™ notify members of key credit report changes covering 50 potential indicators of fraud.
- Information on new accounts, medical collections, and other activity allows members to understand when their identities may be at risk.
- Timely notification empowers members to quickly and efficiently respond to potential identity theft.

**US-based Fraud Resolution Team**

- Can help to investigate and address both credit and non-credit related fraud.
- Are highly trained professionals that can contact credit grantors to dispute charges, close accounts, and provide additional assistance as needed.

**$1 Million Identity Theft Insurance[2]**

- Provides coverage for lost wages, legal fees, and funds lost due to unauthorized electronic fund transfers.
- Zero deductible upon enrollment.

**Experian credit report**

- Members can check for past inaccuracies and signs of identity theft.

**Additional educational resources**

- Critical insight into identity protection and identity theft resolution.
- Medical identity theft resources in members online Protection Center include instructions on requesting a drug history report, deciphering a medical benefits statement, and looking into medical information disclosures.

[1] 2011 Identity Fraud Survey Report, Javelin Strategy & Research

[2] Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis Inc. 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.

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To learn more about ProtectMyID Alert and our Data Breach Resolution Solutions, call Experian at [redacted] or visit [redacted]