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STATE OF NH
DEPT OF JUSTICE
2020 NOV -9 PM 3: 02

November 5, 2020

Attorney General Gordon J. MacDonald
Office of the New Hampshire Attorney General
Attn: Data Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Breach

To Whom It May Concern:

Our office represents Guilford Technical Community College (GTCC). We are writing to provide you with notice of an incident that may impact the security of personal information relating to eight (8) New Hampshire residents. By providing this notice, GTCC does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction. The investigation into the incident is ongoing and this notice will be supplemented with any material facts learned subsequent to its submission.

Background

On September 13, 2020, GTCC determined it was the victim of a ransomware attack and certain systems within GTCC's environment were encrypted as a result. Upon detection of the ransomware, GTCC immediately launched an investigation, with the assistance of leading cybersecurity experts, the Federal Bureau of Investigation, and other state agencies, to determine what happened and to remediate the attack. As part of this investigation, it was determined that the responsible cybercriminal(s) had access to GTCC systems between August 5, 2020 and September 13, 2020, and that personal information may have been accessible to the cybercriminal(s) as a result.

The forensic investigation was unable to identify the extent of personal information, if any, impacted as a result of the incident. However, recent developments suggest that the cybercriminal(s) did gain access to certain personal information within GTCC's environment. As a result, on October 26, 2020, GTCC conducted a thorough review to identify, out of an abundance of caution, all individuals that may be impacted as a result of the incident. The personal

A Pennsylvania Limited Liability Partnership

California Colorado Delaware District of Columbia Florida Georgia Illinois Minnesota
Nevada New Jersey New York North Carolina Pennsylvania South Carolina Texas Washington



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information potentially impacted by this incident relates to current and former staff, faculty, and students, and includes name in addition to one or more of the following data elements: Social Security number, medical insurance information, pay and withholding details, and direct deposit information (financial account number and routing number).

Notice to Residents

GTCC mailed written notice of this incident to your state residents on November 5, 2020, in substantially the same form as the letter attached as Exhibit A.

Steps Taken By GTCC

GTCC takes this incident and the security of information seriously. In addition to taking the steps detailed above, GTCC is reviewing its policies and procedures and implementing additional safeguards to better protect against a similar incident from occurring in the future. GTCC has also moved its main systems and applications to a more secure cloud environment and will transition additional applications and systems to a cloud environment in the coming weeks. GTCC is also offering all potentially impacted individuals with two (2) years of complimentary credit monitoring and identity restoration services with Experian, as well as additional information on how to protect against identity theft and fraud. In addition to providing this notice to your office, GTCC has provided notice of this incident to certain other state regulators and the consumer reporting agencies as required.

Contact

Should you have any questions regarding this notification of other aspects of this incident, please contact me at (215) 299-2010 or mmccreary@foxrothschild.com.

Very truly yours,

Mark G. McCreary
For Fox Rothschild LLP

MGMc/kr
Enclosure

EXHIBIT A

GTCC

GUILFORD TECHNICAL
COMMUNITY COLLEGE

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

November 5, 2020

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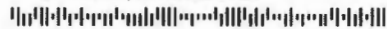


SAMPLE A SAMPLE - L01 STUDENT NOTIFICATION

APT 123

123 ANY ST

ANYTOWN, US 12345-6789



Re: Notice of Data Breach

Dear Sample A Sample,

Guilford Technical Community College (GTCC) is writing to notify you of a recent incident that may impact your personal information.

What Happened? On September 13, 2020, GTCC determined it was the victim of a ransomware attack. As a result, certain systems within our environment were encrypted. We immediately launched an investigation, with the assistance of leading cybersecurity experts, the Federal Bureau of Investigation, and other state agencies to determine what happened and to remediate impacted systems. As part of the investigation, it was determined that the responsible cybercriminal(s) had access to GTCC's environment between August 5, 2020 and September 13, 2020, when GTCC discovered the attack, and that your personal information may have been accessible to the cybercriminal(s) during that time as a result.

What Information Was Involved? The forensic investigation was unable to identify whether or not your personal information was impacted by the ransomware attack. However, recent events suggest that the cybercriminal(s) did gain access to certain personal information within our environment. **We are still unable to confirm the extent of personal information accessed by the cybercriminal(s) and you should take action as if your information was accessed.** After a thorough review, we determined that the following information about you may have been accessible to the cybercriminal(s): name, address, and Social Security number. If you provided GTCC with your financial account information for direct deposit, this information may have also been accessible.

What Are We Doing? We take this incident and the security of your information seriously. In addition to taking the steps detailed above and providing this notice to you, we are reviewing our policies and procedures and implementing additional safeguards. We have moved our main systems and applications to a more secure cloud environment. In the coming weeks, we will also introduce new technological safeguards throughout GTCC's environment to better protect against similar incidents in the future. We are also offering you two (2) years of complimentary credit monitoring and identity restoration services with Experian. We are also notifying certain state regulators and consumer reporting agencies of this incident as required.

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What You Can Do. You can review the enclosed **Steps You Can Take To Protect Your Information**, which contains instructions on how to enroll in the complimentary credit monitoring and identity restoration services, as well as includes additional information on what you can do to better protect against the possibility of identity theft and fraud, if desired. Please note that while GTCC will cover the cost of the identity protection services, you will need to complete the enrollment process.

For More Information. We understand you may have questions that are not answered in this letter. To ensure your questions are timely answered, please contact our dedicated call center at (833) 256-3157. The call center is available Monday through Friday, 6:00 am to 8:00 pm PST, and Saturday and Sunday, 8:00 am to 5:00 pm PST.

We sincerely regret any inconvenience or concern this event has caused you.

Sincerely,

A handwritten signature in black ink that reads "Anthony J. Clarke". The signature is written in a cursive style with a large initial "A".

Dr. Anthony Clarke
President
Guilford Technical Community College

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

Enroll In Credit Monitoring: We are offering a complimentary two (2) year membership of Experian's® IdentityWorksSM. This product provides you with 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/credit
- 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 (833) 256-3157 by January 31, 2021. Be prepared to provide engagement number **DB23621** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 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. Offline members will be eligible to call for additional reports quarterly after enrolling.
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARETM:** 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. 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.

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 (833) 256-3157. 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 two (2) years from the date of this letter and does not require any action on your part at this time.

Monitor Your Accounts: We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity or errors.

Check Credit Reports: Under United States law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

Equifax
P.O. Box 740256
Atlanta, GA 30374
1-800-525-6285
www.equifax.com

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

Transunion
P.O. Box 2000
Chester, PA 10916
1-800-680-7289
www.transunion.com



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Place A Security Freeze: You may place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. You will need to place a security freeze separately with each of the three major credit bureaus if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, contact the credit reporting agencies at:

Equifax	Experian	Transunion
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348	Allen, TX 75013	Woodlyn, PA 19094
1-800-349-9960	1-888-397-3742	1-888-909-8872
www.equifax.com/personal/credit-report-services/credit-freeze/	www.experian.com/freeze	www.transunion.com/credit-freeze

Place A Fraud Alert: At no charge, you can also have the three major credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact the credit reporting agencies.

Review Additional Resources: If you believe you are the victim of identity theft or have reason to believe that your personal information has been misused, you should contact the Federal Trade Commission and/or your state Attorney General. You can obtain information from these sources about additional steps you can take to protect yourself against identity theft and fraud, as well as information on security freezes and fraud alerts. You can contact the Federal Trade Commission at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; and 1-877-ID-THEFT (1-877-438-4338). Instances of known or suspected identity theft should be promptly reported to law enforcement and you have the right to file a police report if you ever experience identity theft or fraud. This notification was not delayed by law enforcement. **For District of Columbia residents:** The Attorney General can be contacted at 400 6th Street NW, Washington, D.C. 20001; 202-727-3400; oag.dc.gov. **For Maryland residents:** The Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, Maryland 21202; 888-743-0023; and www.oag.state.md.us. GTCC is located at 601 E. Main Street, P.O. Box 309, Jamestown, North Carolina 27282. **For New Mexico residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you; the right to know what is in your credit file; the right to ask for your credit score; and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. You have additional rights under the Fair Credit Reporting Act not summarized here and we encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf. **For New York residents:** The Attorney General can be contacted at: Office of the Attorney General, The Capital, Albany, New York 12224; 1-800-771-7755; and ag.ny.gov. **For North Carolina residents:** The Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, North Carolina 27699; 877-566-7226; and www.ncdoj.gov. **For Rhode Island residents:** The Attorney General can be contacted at: 150 South Main Street, Providence, RI 02903; 401-274-4400; and www.riag.ri.gov. A total of 4 Rhode Island residents may be impacted by this incident.