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STATE OF NH
DEPT OF JUSTICE

2016 MAY -2 AM 11:52

April 29, 2016

Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

To Whom It May Concern:

In accordance with N.H. Rev. Stat. Ann. § 359-C:20, I am writing to notify you regarding the nature and circumstances of a recent data security incident.

HAECO Americas recently became aware that it was the target of a phishing email in March 2016 that resulted in the unauthorized acquisition by a third party of certain employee information. The employee information was contained in W-2 forms, and included names, addresses, Social Security numbers, and wage and tax information. Promptly after learning about the incident, HAECO Americas launched an investigation to determine the nature and scope of the issue. In addition, the company quickly reported the incident to the IRS Criminal Investigation division and are cooperating with their investigation. Based on the investigation, HAECO Americas has no indication that this issue affected any other employee information, such as information about benefits, bank account, direct deposit arrangement, or credit cards. HAECO Americas also has no indication that information about spouses, children or other dependents was affected. HAECO Americas has arranged to provide affected individuals with two years of identity protection and credit monitoring services at no cost to them.

There are approximately 5 New Hampshire residents affected by this incident. Attached for your reference is a copy of the notice being sent to the affected individuals on or around April 29, 2016. Please do not hesitate to contact me if you have any questions.

Very truly yours,



Brittany M. Bacon

Enclosure



April 29, 2016

[Name]

[Address]

[City], [State] [ZIP]

Dear [Name],

I am writing to inform you about a data security issue involving your personal information. On April 15, 2016, we became aware that HAECO Americas was the target of a phishing email in March 2016 that resulted in the unauthorized acquisition by a third party of certain employee information. The employee information was contained in W-2 forms, and included names, addresses, Social Security numbers, and wage and tax information. Promptly after learning about the incident, we launched an investigation to determine the nature and scope of the issue. In addition, we quickly reported the incident to the IRS Criminal Investigation division and are cooperating with their investigation. Based on our investigation, we have no indication that this issue affected any other employee information, such as information about your benefits, bank account, direct deposit arrangement, or credit cards. We also have no indication that information about spouses, children or other dependents was affected. Further information about this issue is included in the attached Frequently Asked Questions.

We regret that this incident may affect you. We take our obligation to safeguard personal information very seriously and are alerting you about this incident so you can take steps to help protect yourself. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

In addition, we have arranged with Experian to offer identity protection and credit monitoring services to affected individuals for two years at no cost to them. In addition, the attached Reference Guide provides recommendations by the U.S. Federal Trade Commission on the protection of personal information.

We hope this information is useful to you. If you have any questions regarding this incident, please call Anne Miller at 336-668-4410, ext. 3571.

Again, we regret any inconvenience this may cause you.

Sincerely,

Kevin Carter
Chief Executive Officer



We encourage affected individuals to take the following steps:

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Place an initial fraud alert.
- Order your credit reports.
- Create an FTC Identity Theft Affidavit by submitting a report about the theft at <http://www.ftc.gov/complaint> or by calling the FTC.
- File a police report about the identity theft and get a copy of the police report or the report number. Bring your FTC Identity Theft Affidavit with you when you file the police report.
- Your Identity Theft Report is your FTC Identity Theft Affidavit plus your police report. You may be able to use your Identity Theft Report to remove fraudulent information from your credit report, prevent companies from refurnishing fraudulent information to a consumer reporting agency, stop a company from collecting a debt that resulted from identity theft, place an extended seven-year fraud alert with consumer reporting agencies, and obtain information from companies about accounts the identity thief opened or misused.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:



Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

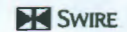
Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Credit Information Services, Inc. P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-680-7289	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. There may be fees for placing, lifting, and/or removing a security freeze, which generally range from \$5-\$20 per action. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
-



- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
(888) 743-0023 (toll-free in Maryland)
(410) 576-6300
www.oag.state.md.us

For Massachusetts Residents. You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may charge you a fee of up to \$5 to place a security freeze on your account, and may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request for a security freeze. There is no charge, however, to place, lift or remove a security freeze if you have been a victim of identity theft and you provide the consumer reporting agencies with a valid police report.

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
(877) 566-7226 (toll-free in North Carolina)
(919) 716-6400
www.ncdoj.gov



21 April 2016

Dear HAECO Americas Family,

Following up on the letter from Kevin regarding the data security issue involving HAECO Americas employees' 2015 W-2 forms, I am pleased to share details regarding our partnership with Experian to provide premium identity protection for affected current and former employees. Please be assured that we are taking steps to address this issue and that we are committed to helping insure that your personal information is protected.

What we are doing to protect your information:

To help protect the identity of affected employees, we are offering a **complimentary two-year** membership in Experian's® ProtectMyID® Elite service. This service helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft that might affect you personally.

Activate ProtectMyID in Three Easy Steps:

1. **ENROLLMENT** begins at 9:00am, on Friday, April 22, 2016.
2. **YOU MUST ENROLL** by July 31, 2016 in order to take advantage of this offer (Your code will not work after this date.)
3. **VISIT** the ProtectMyID Web Site to enroll: www.protectmyid.com/enroll
4. **PROVIDE** Your Activation Code: [code]

If you have questions or need an alternative to enrolling online, please call 877-441-6943 and provide engagement #PC100978.

Additional details regarding your Two-Year ProtectMyID® Elite Membership:

A credit card is **not** required for enrollment. HAECO Americas is covering all costs of the program.

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

- **Free copy of your Experian credit report**
- **Surveillance alerts for:**
 - **Daily Credit Monitoring of Each of the 3 Credit Bureaus:** Alerts of key changes and suspicious activity found on your Experian®, Equifax®, and TransUnion® credit reports.
 - **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
 - **Change of Address:** Alerts of changes made to your mailing address.

- **Identity Theft Resolution and ProtectMyID® ExtendCARE®:** Toll-free access to U.S.-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. The agent 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; and contact government agencies, as appropriate.
 - Identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE®, which provides you with the same high level of Fraud Resolution support even after your ProtectMyID® Elite membership has expired.
- **\$1 Million Identity Theft Insurance*:** Covers certain costs including lost wages, private investigator and attorney fees and unauthorized electronic fund transfers related to identity theft discovered after you enroll.
- **Lost Wallet Protection:** If you misplace your wallet or it is stolen, an agent will help you cancel your credit, debit and medical insurance cards.

Once your enrollment in ProtectMyID® Elite is complete, you should carefully review your credit report for any inaccurate or suspicious items. If you have any questions about ProtectMyID® Elite, 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 877-441-6943.

Again, we sincerely apologize for this incident, regret the inconvenience it may cause you and encourage you to take advantage of the ProtectMyID® Elite service outlined herein. Should you have questions or concerns regarding this matter and/or the protections available to you, please do not hesitate to contact your Human Resources Representative.

Sincerely,

Andrew Halsey
Chief Human Resources Officer

* 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.

Frequently Asked Questions Relating to Data Security Issue

What has happened?

We recently became aware of a potential data security issue that may have affected some of our employees' personal information. Our IT team worked over the weekend to investigate the issue and determined that the 2015 W-2 forms of HAECO Americas employees had been inadvertently disclosed to an outside party.

Whose information was compromised?

Current and former employees who received a W-2 from HAECO Americas for 2015 may be affected by this issue. Any person who did not receive a W-2 from HAECO Americas for 2015, is not affected. No dependent information including spouse or family members were affected. No contractor information was affected.

What information was compromised?

The information that was inadvertently disclosed included data contained in a W-2 form, such as employee name, address, Social Security number, and wage and tax information.

Was this incident reported to law enforcement authorities?

Yes, we have reported this incident to the IRS Criminal Investigation division and are cooperating with their investigation.

What is HAECO Americas doing to protect my information?

To help protect the identity of affected employees, we are offering a complimentary, two-year membership in Experian's® ProtectMyID® Elite for all affected current and former employees. Experian's® ProtectMyID® Elite service helps detect possible misuse of your personal information and provides you with identity protection support focused on identification and resolution of identity theft.

ADDITIONAL DETAILS REGARDING YOUR PROTECTMYID® ELITE MEMBERSHIP:

A credit card is not required for enrollment. HAECO Americas is covering all costs of the program.

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

- **Free copy of your Experian credit report**
- **Surveillance alerts for:**
 - **Daily Credit Monitoring of Each of the 3 Credit Bureaus:** Alerts of key changes and suspicious activity found on your Experian®, Equifax®, and TransUnion® credit reports.
 - **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
 - **Change of Address:** Alerts of any changes made to your mailing address.
- **Identity Theft Resolution and ProtectMyID® ExtendCARE®:** Toll-free access to U.S.-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. The agent 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; and contact government agencies, as appropriate.
 - Identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE®, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID® Elite membership has expired.
- **\$1 Million Identity Theft Insurance*:** Covers certain costs including lost wages, private investigator and attorney fees and unauthorized electronic fund transfers related to identity theft.
- **Lost Wallet Protection:** If you misplace your wallet or it is stolen, an agent will help you cancel your credit, debit and medical insurance cards.

Once your enrollment in ProtectMyID® Elite is complete, you should carefully review your credit report for any inaccurate or suspicious items. If you have any questions about ProtectMyID® Elite, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, you should contact Experian's customer care team at 877-441-6943.

When will I be able to enroll in ProtectMyID® Elite?

The enrollment period will begin at 9:00 AM EDT on Friday, April 22, and remain open until July 31, 2016.

If I choose to purchase credit monitoring and repair services immediately, will HAECO Americas reimburse me?

No. Each affected employee will receive a letter covering enrollment information specific to each employee. While you are free to purchase other credit monitoring or repair services if you so choose, please note that doing so may reduce the coverage available to you under the ProtectMyID® Elite program.

I already subscribe to a credit monitoring service. Will HAECO Americas reimburse me?

No. You may enroll in the ProtectMyID® Elite service in addition to any service in which you may have previously enrolled.

Should my spouse/family be concerned?

Spouses and other family members of affected employees were not affected as a result of this issue. However, everyone should take steps to protect themselves from identity theft. Learn more at <https://www.consumer.ftc.gov/topics/identity-theft>.

The amount of our retirement contributions were in the compromised data. Could my accounts be in danger?

Retirement account numbers, plan information and account management vendor information was not disclosed as a result of this incident. Nonetheless, the HAECO Americas benefits team in HR has alerted our retirement plan vendor to this issue.

Additionally, the HAECO Americas benefits team will verify any attempted loans, withdrawals or refunds on employee retirement accounts. Should any such activity take place, the benefits team will contact the employee to ensure it is a legitimate request before processing.

If you have not registered on the www.netbenefits.com website or if you currently use your SSN as the user ID, we recommend that you visit the website to register to view your account or change your user ID from your SSN.

What if my information has been used in identity theft or to file a tax return?

If you believe your personal information has been used fraudulently:

- Report the identity theft to the Federal Trade Commission at <http://www.idtheft.gov>. You can also call 1 (877) IDTHEFT .
- File an identity theft report with your local police or sheriff's department. The police report is necessary to show that you made an official report of identity theft.
- Report the theft of your Social Security number to the Internet Crime Complaint Center at <http://www.ic3.gov/>. The report will be distributed to the relevant federal, state and local authorities.
- If the identity theft involves a fraudulent tax return filing, complete and submit IRS Form 14039, Identity Theft Affidavit.

Once you are enrolled in ProtectMyID® Elite, Experian representatives will be available to assist you in taking these steps.

Should I close my bank account, credit card account or other accounts?

Account information was not affected by this issue. Nevertheless, we recommend you closely monitor your financial accounts and, if you see any unauthorized activity, promptly contact your financial institution.

* 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