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OCT 30 2019

CONSUMER PROTECTION

October 21, 2019

Michael Rusch
312.706.3052 (direct)
Michael.Rusch@wilsonelser.com

Attorney General Gordon MacDonald
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03302

Re: Data Security Incident

Dear Attorney General MacDonald:

We represent Hamlin & Burton Liability Management, Inc. ("Hamlin & Burton") located in Lake Mary, Florida with respect to a potential data security incident described in more detail below. Hamlin & Burton provides specialized claim and litigation management services to the insurance industry, alternative risk entities and self-insured organizations. Hamlin & Burton takes the security and privacy of the information in its control very seriously, and has taken steps to prevent a similar incident from occurring in the future.

1. Nature of the security incident.

On July 10, 2019, Hamlin & Burton discovered that an unauthorized individual potentially gained access to one of its employee's email accounts. It appears that the employee may have been the victim of an email phishing campaign. Upon discovery of the incident, its Information Technology department took swift action and immediately prevented any further unauthorized access by changing the employee's email credentials. Hamlin & Burton also retained an independent computer forensic company to determine what information may have been accessed.

On August 14, 2019, the investigation concluded that the incident was limited to one employee's account and that no other systems or servers were impacted. The investigation did not identify any evidence of access to personal information which may have been stored in the affected email account. However, investigators unfortunately could not completely rule out the possibility that individuals' personal information, including their name, date of birth, Social Security number, Medicare number, and/or limited protected health information, such as a diagnosis, prescription information, and/or health history, may have been accessible by the unknown individual.

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

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2. Number of New Hampshire residents affected.

A total of one (1) New Hampshire resident may have been potentially affected by this incident. Notification letters to these individuals were mailed beginning on October 21, 2019, by first class mail. A sample copy of the notification letter is included with this letter.

3. Steps taken.

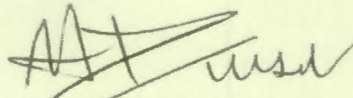
Hamlin & Burton takes the security and privacy of the information in its control very seriously and has taken steps to prevent a similar event from occurring in the future, as well as to protect the privacy and security of potentially impacted individuals' information. This includes implementing dual-factor authentication, changing passwords for company services, and strengthening the security of its email system. Notice was provided to the U.S. Department of Health and Human Services Office of Civil Rights on October 14, 2019. Hamlin & Burton is also providing potentially impacted individuals with identify theft protection and credit monitoring services for a period of twelve (12) months, at its own expense, through Kroll.

4. Contact information.

Hamlin & Burton remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Michael.rusch@wilsonelser.com or (312) 706-3052.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP


Michael Rusch

Enclosure.

Hamlin & Burton

LIABILITY MANAGEMENT

<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

We are writing to inform you of a data security incident involving Hamlin & Burton Liability Management that may have resulted in the unauthorized access to some of your personal information, including your Social Security number and protected health information. We take the security of your personal information seriously and sincerely apologize for any inconvenience this incident may cause. This letter contains information about who we are, what happened, steps we have taken, and the resources we are making available to you to help protect your identity.

Hamlin & Burton Liability Management provides claim and litigation management services to the insurance industry, alternative risk entities, and self-insurers, including <<ClientDef1(CompanyName)>>. At the request of <<ClientDef1(CompanyName)>>, Hamlin & Burton is sending you notice of this incident, because, in providing the aforementioned services to <<ClientDef1(CompanyName)>>, we were privy to your personal information, as well as your protected health information. This letter is being sent by Hamlin & Burton, on behalf of itself and <<ClientDef1(CompanyName)>>, to fulfill any legal notification obligations under applicable state and federal laws, including, but not limited to, HIPAA.

On July 10, 2019, we discovered that an unauthorized individual potentially gained access to one of our employee's email accounts. It appears that our employee may have been the victim of an email phishing campaign. Upon discovery of the incident, our information technology department took swift action and prevented any further unauthorized access.

On August 14, 2019, after an extensive investigation to determine what information may have been accessed, we discovered that your personal information, including your name, date of birth, Social Security number, Medicare number, and/or limited medical treatment information, such as diagnosis, prescription information, and/or health history, may have been accessed by the unauthorized individual. We have no evidence of misuse of anyone's information as a consequence of this incident and have reported this incident to the appropriate government regulators.

Although we are unaware of any misuse of your or anyone's information, to help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring, at no cost to you, for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <<IDMonitoringURL>> to activate and take advantage of your identity monitoring services.

You have until <<Date>> to activate your identity monitoring services.

Membership Number: <<Member ID>>

Additional information describing your services is included with this letter.

We take the security of all information in our control seriously, and are taking steps to help prevent a similar event from occurring in the future. Those steps include implementing dual-factor authentication, changing passwords for company services, strengthening the security of our email system, and reporting the incident to government regulators.

Please know that the protection and security of your personal information is of our utmost priority, and we sincerely regret any concern or inconvenience that this matter may cause you. If you have any questions, please do not hesitate to call 1-??-??-???, Monday through Friday, 9:00 a.m. to 6:30 p.m. Eastern Time.

Sincerely,

Lisa J Maynard

Lisa Maynard
Compliance Manager/Litigation Manager
Hamlin & Burton Liability Management

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General	Rhode Island Office of the Attorney General	North Carolina Office of the Attorney General	Federal Trade Commission
Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us	Consumer Protection 150 South Main Street Providence RI 02903 1-401-274-4400 www.riag.ri.gov	Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com	Consumer Response Center 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf), Experian (<https://www.experian.com/fraud/center.html>) or TransUnion (<https://www.transunion.com/fraud-alerts>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, telephone or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting each of the following national consumer reporting agencies:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
P.O. Box 105788 Atlanta, GA 30348 www.freeze.equifax.com 800-525-6285	P.O. Box 9554 Allen, TX 75013 www.experian.com/freeze 888-397-3742	P.O. Box 2000 Chester, PA 19022 freeze.transunion.com 800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.