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October 29, 2020

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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, NH 03301

Re: Notification of a Data Security Incident

Dear Attorney General MacDonald:

We represent Hart & Patterson Financial Group (“H&P”), in connection with an incident that involved the personal information of thirteen (13) New Hampshire residents, and we provide this notice on behalf of H&P 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 its submission. While H&P is notifying you of this incident, H&P 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 BREACH OR UNAUTHORIZED USE OR ACCESS

H&P recently determined that an unauthorized person was able to remotely access the email account of one H&P employee. Upon discovering the incident, H&P immediately took action, including resetting the email account credentials and retaining a leading forensic security firm to investigate and confirm the overall security of its email and computer systems.

On September 29, 2020, H&P determined that the personal information contained in the one impacted email account included the names and Social Security numbers of thirteen (13) New Hampshire residents. At this point, H&P is not aware of any fraud or identity theft to any individual as a result of this incident and cannot confirm if any personal information was actually accessed by an unauthorized party. Nevertheless, because there was an email account compromise and H&P cannot isolate exactly what, if any, information may have been accessed, H&P is notifying all individuals whose personal information could have been viewed.

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NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

The incident may have impacted thirteen (13) New Hampshire residents. H&P is mailing the notification letters to the impacted individuals today, October 29, 2020. Enclosed is a sample of the notice that is being sent to the impacted residents via first-class United States mail. The notification letters include an offer a complimentary one-year membership of Experian IdentityWorks Credit 3B. This product helps detect possible misuse of the individuals' personal information and provides them with identity protection services focused on the identification and resolution of identity theft.

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, H&P promptly secured the email account to prevent further access. It also conducted a comprehensive search for any personal information in the one impacted email account and retained a leading forensic security firm to investigate and confirm the security of its email and computer systems. H&P is also providing the impacted New Hampshire residents with an offer for one year of complimentary credit monitoring and identity theft protection.

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,

A handwritten signature in cursive script that reads "Bruce A. Radke".

Bruce A. Radke

Enclosure

October 29, 2020

«Full_Name» «ID»
«Address_1»
«Address_2»
«City», «State» «Zip»

Dear «Full_Name»:

NOTICE OF DATA BREACH

<p>What Happened?</p>	<p>Hart & Patterson values and respects the privacy of your information, which is why we are writing as soon as possible to advise you of a recent data security incident. We learned on September 29, 2020 that some of your information could have been viewed by an unauthorized third party who gained access to one employee email account. We have no reason to believe that your information was viewed or misused to commit fraud or identity theft; however, we are providing information on the incident and guidance on how you can protect yourself.</p> <p>Upon learning of the incident, we immediately reset the password of the impacted email account to prevent further access. We then retained a leading forensic security firm to investigate and conduct a comprehensive search for any personal information in the impacted email account, and to confirm the security of our email and computer systems. They determined that the employee email account was accessed on June 11, 2020 for a period of hours.</p>
<p>What Information Was Involved?</p>	<p>On September 29, 2020, our investigation determined that the impacted email account contained your name and Social Security number. The compromise was solely restricted to one employee email account. The incident had no impact on Hart & Patterson’s computer networks or other internal systems.</p>
<p>What We Are Doing.</p>	<p>We do not know if any of your personal information was viewed or acquired by the unauthorized third party, and we are not aware of any instances of identity theft as a result of this incident. We are nevertheless offering you a complimentary one-year membership of Experian IdentityWorks 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. Experian IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on Experian IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.</p>
<p>What You Can Do.</p>	<p>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”).</p>

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps to 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 – 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 <http://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 <http://www.annualcreditreport.com/cra/requestformfinal.pdf>.

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, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:

Equifax	Experian	TransUnion
1-800-349-9960	1-888-397-3742	1-888-909-8872
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. 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 <http://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 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 using the contact information above.

If you do not have internet access but would like to learn more about how to place a security freeze on your minor's credit report, contact the California Attorney General's Office at (916) 445-9555.

This notification was not delayed as a result of a law enforcement investigation.

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your minor's rights under the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by requesting information in writing from the Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. NW, Washington, DC 20580.

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 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 6 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 More
Information.

We take our responsibility to safeguard personal information seriously and apologize for any inconvenience or concern this incident might cause. We have always been committed to working with most secure systems available and will continue to work diligently with our IT partners to prevent anything like this from happening again. For further information and assistance, please call 1-844-999-0123 from 8:00 a.m. to 5:00 p.m. EST.

We take our responsibility to safeguard personal information seriously and apologize for any inconvenience or concern this incident might cause.

Sincerely,

 

Vikki Lenhart and Susan Patterson
Partners
Hart & Patterson Financial Group

Activate IdentityWorks Credit 3B

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: **January 19, 2021** (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: «Credit_Monitoring»**

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 **B005780** 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 without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$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.

** 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.