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January 24, 2017

**VIA OVERNIGHT MAIL**

Joseph Foster, Esq.  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

STATE OF NH  
DEPT OF JUSTICE  
2017 JAN 25 AM 10:40

**RE: Data Breach Notification**

Dear Attorney General Foster:

Our law firm represents Honor Flight New England (“Honor Flight”). Honor Flight is a non-profit organization dedicated to honoring America’s most senior veterans. Honor Flight understands the importance of protecting its stakeholders’ personal information. On January 4, 2017, Honor Flight experienced a computer server malfunction and contacted an information technology service provider for assistance. The service provider performed an investigation and identified signs of unauthorized access to Honor Flight’s server on November 15, 2016, December 6, 2016, December 11, 2016 and January 4, 2017. The investigation revealed that a server was breached, and that files stored on the breached server included certain volunteers’ name, address, bank account number and bank routing number, without any password or access code or key. This information may have been obtained by an unauthorized third-party. The server was taken out-of-service and the breach resolved.

Honor Flight will provide written notification today to 242 New Hampshire residents in accordance with RSA 359-C:20 in substantially the same form as the document enclosed herewith. Notice is being provided as quickly as possible. In addition, Honor Flight has provided a telephone number for potentially affected individuals to call with questions regarding the incident.

Honor Flight continues to work with information technology security experts to identity and implement measures to further strengthen the security of its system to help prevent this from re-occurring.

Please feel free to contact me if you have any questions.

Sincerely,

Neil B. Nicholson



January 24, 2017

Honor Flight New England ("Honor Flight") values the relationship we have with our honorees, guardians and contributors. While we make every effort to protect the data of those who share the Honor Flight experience with us, we write to inform you about a data security incident that may involve some of your information.

On January 4, 2017, Honor Flight experienced a computer server malfunction and contacted an information technology service provider for assistance. The service provider performed an investigation and identified signs of unauthorized access to Honor Flight's server on November 15, 2016, December 6, 2016, December 11, 2016 and January 4, 2017. The investigation revealed that a server was breached, and that some of your information may have been obtained by an unauthorized third-party, including:

**TO THE HEROES THAT TRAVEL WITH US:** your contact information, the contact information of your emergency and alternate contacts, and information on your Application, Questionnaire, and Medical Form. There was no data security breach to your financial information.

**TO OUR GUARDIANS:** your Application and Medical Form, including a copy of your guardian fee, which identifies your name, bank account number and bank routing number.

**TO OUR DONORS:** your contact information, but no financial information.

The access permitting the potential exposure to the above information has been resolved. Honor Flight continues to work with computer security experts to identify and implement measures to further strengthen the security of its system to help prevent this from happening again. We have notified the Attorney General's Office or other required governmental agency in your state.

We apologize for any inconvenience or concern this may have caused. If you have questions, please call 603-518-5368. Please see reverse side for more information on ways to protect yourself from identity theft.

Sincerely,

A handwritten signature in black ink, appearing to read "Joseph F. Byron". The signature is fluid and cursive, with a prominent initial "J".

Joseph F. Byron, Founder/Executive Director



## **MORE INFORMATION ON WAYS TO PROTECT YOURSELF**

We recommend that you remain vigilant by reviewing your account statements and credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740256, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-525-6285

Experian, PO Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022-2000, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. Contact information for the Federal Trade Commission is as follows:

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

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report if you believe you are the victim of identity theft or have reason to believe your personal information has been misused. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.