

2020 NOV -2 PM 3: 16

October 29, 2020

New Hampshire Consumer Protection Bureau
Office of the Attorney General
33 Capitol St.
Concord, NH 03301

RE: Notice of Blackbaud, Inc. Data Security Incident

Dear New Hampshire Consumer Protection Bureau:

I write on behalf of our client, Hutchison School ("Hutchison"), to notify you of a data security incident potentially affecting some of your residents. On September 29, 2020, Hutchison received an email from one of its third-party vendors, Blackbaud, Inc., notifying Hutchison that cybercriminals removed data from Blackbaud's computer system for the purpose of extorting funds from Blackbaud, in May 2020. Blackbaud's email further stated that its independent forensics experts and law enforcement prevented the cybercriminal from fully encrypting files and were able to expel them from Blackbaud's system; however, the cybercriminal removed a copy of a subset of data from Blackbaud's system, which included full names and unencrypted social security numbers and tax identification numbers for 1 of your residents. Blackbaud stated it has no reason to believe that any data went beyond the cybercriminal, was or will be misused, or will be disseminated or otherwise made available publicly, based on the nature of the incident and Blackbaud's third-party investigation (including law enforcement).

Blackbaud, with its headquarters located at 65 Fairchild Street, Charleston, South Carolina, 29492, is providing affected residents with access to Single Bureau Credit Monitoring services and fraud assistance at no charge for 24 months from the date of enrollment. Blackbaud's 9/29/20 notification states that unencrypted Social Security and tax identification numbers exist in a system table that is not viewable to Hutchison and exist in old, unused tables that remain from a legacy version from which Hutchison converted. Blackbaud states that it will encrypt this data by the end of October 2020 and delete the old, unused data by the end of this year (2020).

Hutchison takes its obligation to safeguard sensitive information very seriously and deeply regrets this incident occurred. Following Hutchison's investigation to identify the individuals affected, Hutchison is notifying all potentially affected individuals of your state via U.S. mail (template copy of which is attached for your information) on November 29, 2020. If you have any questions or need additional information regarding this incident, please do not hesitate to contact

Post Office Box 171443
Memphis, TN 38187-1443

MELODY McANALLY
901.680.7322
melody.mcanally@butlersnow.com

Crescent Center
6075 Poplar Avenue, Suite 600
Memphis, TN 38119

me at (901) 680-7322, melody.mcanally@butlersnow.com, or by mail to: Butler Snow LLP, 6075 Poplar Avenue, Suite 500, Memphis, Tennessee, 38119.

Sincerely,

BUTLER SNOW LLP



Melody McAnally

MM/js
Enclosure



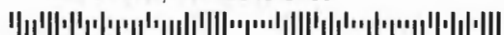
Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

October 29, 2020

F9145-L02-0000002 P003 T00017 *****ALL FOR AADC 123



SAMPLE A SAMPLE - L02 TAX IDS
APT B
123 ANY ST
ANYTOWN, US 12345-6789



RE: Notice of Data Breach

Dear Sample A Sample,

We are notifying you of recent information received from one of Hutchison’s third-party vendors, Blackbaud, Inc., of a data security incident that may involve your information.

What Happened.

On September 29, 2020, Hutchison School received notification from Blackbaud that cybercriminals removed data from Blackbaud’s computer system for the purpose of extorting funds from Blackbaud, one of the world’s largest cloud providers of education administration, fundraising, and financial management software, in May 2020. We have been informed by Blackbaud that its independent forensics experts and law enforcement prevented the cybercriminal from fully encrypting files; and ultimately expelled them from Blackbaud’s system. Prior to locking the cybercriminal out, the cybercriminal removed a copy of a subset of data from Blackbaud’s system. For additional information about this incident and Blackbaud’s response, please visit Blackbaud’s website, www.blackbaud.com/securityincident.

What Information Was Involved.

Blackbaud notified us that your name and tax identification number were included in the subset of data that was copied by the cybercriminal. Blackbaud has no reason to believe that any data went beyond the cybercriminal, was or will be misused, or will be disseminated or otherwise made available publicly, based on the nature of the incident and Blackbaud’s third party investigation (including law enforcement).

What We Are Doing.

Blackbaud is providing you with access to **Single Bureau Credit Monitoring*** services at no charge. Services are for 24 months from the date of enrollment. When changes occur to your Experian credit file, notification is sent to you the same day the change or update takes place with the bureau. In addition, Blackbaud is providing you with proactive fraud assistance to help with any questions you might have. In the event you become a victim of fraud you will also have access remediation support from a CyberScout Fraud Investigator. In order for you to receive the monitoring service described above, **you must enroll within 90 days from the date of this letter.**

1740 Ridgeway Road | Memphis, TN 38119 | (901) 761-2220 | fax (901) 683-3510 |
www.hutchisonschool.org

0000002



F9145-L02

To enroll in Credit Monitoring services at no charge, please navigate to:

<https://www.cyberscouthq.com/epiq263?ac=263HQ1421>

If prompted, please provide the following unique code to gain access to services:

██████████

Once registered, you can access Monitoring Services by selecting the “Use Now” link to fully authenticate your identity and activate your services. **Please ensure you take this step to receive your alerts.**

In order for you to receive the monitoring services described above, **you must enroll within 90 days from the date of this letter.**

More information about the credit monitoring and identity theft assistance is included at the end of this letter.

What You Can Do.

We are notifying you so that you can take immediate action to protect yourself. In addition to enrolling in identity theft protection and credit file monitoring, please see the “Other Important Information” below. This information provides additional steps you can take, including how to obtain a free copy of your credit report and place a fraud alert and/or credit freeze on your credit report.

For More Information.

While data breaches are unfortunately becoming more common, this is not something Hutchison takes lightly. Your privacy is of utmost importance to us. Please accept our sincere apologies. We are working with Blackbaud regarding this incident and will be monitoring the situation carefully. Should you have any further questions or concerns regarding this matter, please call (833) 210-4611 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number DB23506.

Sincerely,

Kristen D. Ring

Dr. Kristen Ring, Head of School
Hutchison School

CREDIT MONITORING AND IDENTITY THEFT ASSISTANCE

Proactive Fraud Assistance. For sensitive breaches focused on customer retention, reputation management, or escalation handling, CyberScout provides unlimited access during the service period to a fraud specialist who will work with enrolled notification recipients on a one-on-one basis, answering any questions or concerns that they may have. Proactive Fraud Assistance includes the following features:

- Fraud specialist-assisted placement of fraud alert, protective registration, or geographical equivalent, in situations where it is warranted.
- After placement of a Fraud Alert, a credit report from each of the three (3) credit bureaus is made available to the notification recipient (United States only).
- Assistance with reading and interpreting credit reports for any possible fraud indicators.
- Removal from credit bureau marketing lists while Fraud Alert is active (United States only).
- Answering any questions individuals may have about fraud.
- Provide individuals with the ability to receive electronic education and alerts through email. (Note that these emails may not be specific to the recipient's jurisdiction/location.)

Identity Theft and Fraud Resolution Services. Resolution services are provided for enrolled notification recipients who fall victim to an identity theft as a result of the applicable breach incident. ID Theft and Fraud Resolution includes, but is not limited to, the following features:

- Unlimited access during the service period to a personal fraud specialist via a toll-free number.
- Creation of Fraud Victim affidavit or geographical equivalent, where applicable.
- Preparation of all documents needed for credit grantor notification, and fraud information removal purposes.
- All phone calls needed for credit grantor notification, and fraud information removal purposes.
- Notification to any relevant government and private agencies.
- Assistance with filing a law enforcement report.
- Comprehensive case file creation for insurance and law enforcement.
- Assistance with enrollment in applicable Identity Theft Passport Programs in states where it is available and in situations where it is warranted (United States only).
- Assistance with placement of credit file freezes in states where it is available and in situations where it is warranted (United States only); this is limited to online-based credit freeze assistance.
- Customer service support for individuals when enrolling in monitoring products, if applicable.
- Assistance with review of credit reports for possible fraudulent activity.
- Unlimited access to educational fraud information and threat alerts. (Note that these emails may not be specific to the recipient's jurisdiction/location.)

OTHER IMPORTANT INFORMATION

Remain vigilant to protect against potential fraud and/or identity theft by following these precautionary measures.

- 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").
- Review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, go to www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.



- Regularly monitor your account statements and credit report. A free copy is available once every 12 months from the three national credit reporting agencies by visiting www.annualcreditreport.com, calling toll-free 1-877-322-8228, or completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. Print a copy of the request form at www.annualcreditreport.com/cra/requestformfinal.pdf. You may also obtain a copy of your credit report, make general inquiries or secure information about fraud alerts by contacting these agencies directly.

Equifax (866) 349-5191 www.equifax.com P.O. Box 740256 Atlanta, GA 30348	Experian 888-397-3742 www.experian.com P.O. Box 9554 Allen, TX 75013	TransUnion (800) 916-8800 www.transunion.com P.O. Box 105281 Atlanta, GA 30348
---	--	--

- You may place a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least ninety (90) days. The alert informs creditors of possible fraudulent activity within your report and requests the creditor contact you prior to establishing any new accounts in your name. Use the contact information provided above for the national credit reporting agencies to place a fraud alert.
- You may place a credit or security freeze on your credit report. This free tool lets you restrict access to your credit report, which in turn makes it more difficult for identity thieves to open new accounts in your name. It is free to freeze and unfreeze your credit, and it will not affect your credit score. You will need to supply your name, address, date of birth, Social Security number and other personal information. Use the contact information provided above for the national credit reporting agencies to place a security freeze.

STATE INFORMATION

IF YOU ARE A NORTH CAROLINA RESIDENT:

You may obtain information about avoiding identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Attorney General's Office
 9001 Mail Service Center
 Raleigh, NC 27699-9001
 Telephone: 919-716-6400
www.ncdoj.gov



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

October 29, 2020



F9145-L01-0000001 P003 T00017 *****ALL FOR AADC 123
SAMPLE A SAMPLE - L01 SSNS
APT B
123 ANY ST
ANYTOWN, US 12345-6789



Dear Sample A Sample,

We are notifying you of recent information received from one of Hutchison’s third-party vendors, Blackbaud, Inc., of a data security incident that may involve your information.

What Happened.

On September 29, 2020, Hutchison School received notification from Blackbaud that cybercriminals removed data from Blackbaud’s computer system for the purpose of extorting funds from Blackbaud, one of the world’s largest cloud providers of education administration, fundraising, and financial management software, in May 2020. We have been informed by Blackbaud that its independent forensics experts and law enforcement prevented the cybercriminal from fully encrypting files; and ultimately expelled them from Blackbaud’s system. Prior to locking the cybercriminal out, the cybercriminal removed a copy of a subset of data from Blackbaud’s system. For additional information about this incident and Blackbaud’s response, please visit Blackbaud’s website, www.blackbaud.com/securityincident.

What Information Was Involved.

Blackbaud notified us that your name and Social Security number were included in the subset of data that was copied by the cybercriminal. Blackbaud has no reason to believe that any data went beyond the cybercriminal, was or will be misused, or will be disseminated or otherwise made available publicly, based on the nature of the incident and Blackbaud’s third party investigation (including law enforcement).

What We Are Doing.

Blackbaud is providing you with access to **Single Bureau Credit Monitoring*** services at no charge. Services are for 24 months from the date of enrollment. When changes occur to your Experian credit file, notification is sent to you the same day the change or update takes place with the bureau. In addition, Blackbaud is providing you with proactive fraud assistance to help with any questions you might have. In the event you become a victim of fraud you will also have access remediation support from a CyberScout Fraud Investigator. In order for you to receive the monitoring service described above, **you must enroll within 90 days from the date of this letter.**

To enroll in Credit Monitoring services at no charge, please navigate to:
<https://www.cyberscouthq.com/epiq263?ac=263HQ1421>



If prompted, please provide the following unique code to gain access to services:

██████████

Once registered, you can access Monitoring Services by selecting the “Use Now” link to fully authenticate your identity and activate your services. **Please ensure you take this step to receive your alerts.**

In order for you to receive the monitoring services described above, **you must enroll within 90 days from the date of this letter.**

More information about the credit monitoring and identity theft assistance is included at the end of this letter.

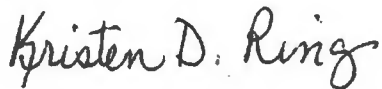
What You Can Do.

We are notifying you so that you can take immediate action to protect yourself. In addition to enrolling in identity theft protection and credit file monitoring, please see the “Other Important Information” below. This information provides additional steps you can take, including how to obtain a free copy of your credit report and place a fraud alert and/or credit freeze on your credit report.

For More Information.

While data breaches are unfortunately becoming more common, this is not something Hutchison takes lightly. Your privacy is of utmost importance to us. Please accept our sincere apologies. We are working with Blackbaud regarding this incident and will be monitoring the situation carefully. Should you have any further questions or concerns regarding this matter, please call (833) 210-4611 toll-free Monday through Friday from 8 am – 10 pm Central, or Saturday and Sunday from 10 am – 7 pm Central (excluding major U.S. holidays). Be prepared to provide your engagement number DB23329.

Sincerely,



Dr. Kristen Ring, Head of School
Hutchison School

CREDIT MONITORING AND IDENTITY THEFT ASSISTANCE

Proactive Fraud Assistance. For sensitive breaches focused on customer retention, reputation management, or escalation handling, CyberScout provides unlimited access during the service period to a fraud specialist who will work with enrolled notification recipients on a one-on-one basis, answering any questions or concerns that they may have. Proactive Fraud Assistance includes the following features: Fraud specialist-assisted placement of fraud alert, protective registration, or geographical equivalent, in situations where it is warranted.

After placement of a Fraud Alert, a credit report from each of the three (3) credit bureaus is made available to the notification recipient (United States only).

- Assistance with reading and interpreting credit reports for any possible fraud indicators.
- Removal from credit bureau marketing lists while Fraud Alert is active (United States only).
- Answering any questions individuals may have about fraud.
- Provide individuals with the ability to receive electronic education and alerts through email. (Note that these emails may not be specific to the recipient's jurisdiction/location.)

Identity Theft and Fraud Resolution Services. Resolution services are provided for enrolled notification recipients who fall victim to an identity theft as a result of the applicable breach incident. ID Theft and Fraud Resolution includes, but is not limited to, the following features:

- Unlimited access during the service period to a personal fraud specialist via a toll-free number.
- Creation of Fraud Victim affidavit or geographical equivalent, where applicable.
- Preparation of all documents needed for credit grantor notification, and fraud information removal purposes.
- All phone calls needed for credit grantor notification, and fraud information removal purposes.
- Notification to any relevant government and private agencies.
- Assistance with filing a law enforcement report.
- Comprehensive case file creation for insurance and law enforcement.
- Assistance with enrollment in applicable Identity Theft Passport Programs in states where it is available and in situations where it is warranted (United States only).
- Assistance with placement of credit file freezes in states where it is available and in situations where it is warranted (United States only); this is limited to online-based credit freeze assistance.
- Customer service support for individuals when enrolling in monitoring products, if applicable.
- Assistance with review of credit reports for possible fraudulent activity.
- Unlimited access to educational fraud information and threat alerts. (Note that these emails may not be specific to the recipient's jurisdiction/location.)

OTHER IMPORTANT INFORMATION

Remain vigilant to protect against potential fraud and/or identity theft by following these precautionary measures.

- 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").
- Review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, go to www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

0000001



F9145-L01

- Regularly monitor your account statements and credit report. A free copy is available once every 12 months from the three national credit reporting agencies by visiting www.annualcreditreport.com, calling toll-free 1-877-322-8228, or completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. Print a copy of the request form at www.annualcreditreport.com/cra/requestformfinal.pdf. You may also obtain a copy of your credit report, make general inquiries or secure information about fraud alerts by contacting these agencies directly.

Equifax (866) 349-5191 www.equifax.com P.O. Box 740256 Atlanta, GA 30348	Experian 888-397-3742 www.experian.com P.O. Box 9554 Allen, TX 75013	TransUnion (800) 916-8800 www.transunion.com P.O. Box 105281 Atlanta, GA 30348
---	--	--

- You may place a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least ninety (90) days. The alert informs creditors of possible fraudulent activity within your report and requests the creditor contact you prior to establishing any new accounts in your name. Use the contact information provided above for the national credit reporting agencies to place a fraud alert.
- You may place a credit or security freeze on your credit report. This free tool lets you restrict access to your credit report, which in turn makes it more difficult for identity thieves to open new accounts in your name. It is free to freeze and unfreeze your credit, and it will not affect your credit score. You will need to supply your name, address, date of birth, Social Security number and other personal information. Use the contact information provided above for the national credit reporting agencies to place a security freeze.

STATE INFORMATION

IF YOU ARE A NORTH CAROLINA RESIDENT:

You may obtain information about avoiding identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Attorney General's Office
 9001 Mail Service Center
 Raleigh, NC 27699-9001
 Telephone: 919-716-6400
www.ncdoj.gov

IF YOU ARE A MASSACHUSETTS RESIDENT:

Under Massachusetts law, you also have the right to obtain a police report 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.