



STATE OF NH
DEPT OF JUSTICE
2017 FEB -1 11: 9: 29

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January 31, 2017

Via Overnight Mail

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

Re: Independent Services Network, Inc. – Data Security Incident

Dear Attorney General Foster:

McLane Middleton, Professional Association represents Independent Services Network, Inc. (“ISN”). We are writing to inform you about a data security incident experienced by ISN that affects 134 New Hampshire residents.

ISN serves children and adults in the New Hampshire area by providing human services to individuals with developmental disabilities, brain injuries, and emotional handicaps. Each year, ISN prepares W-2s for all employees. ISN uses the accounting software QuickBooks to create these forms. This year, ISN upgraded to a new version of QuickBooks, which printed employee Social Security Numbers (SSN) on the W-2s in a location different from where it had printed this information in previous years.

On January 25, 2017, ISN mailed W-2s to employees. Shortly after they were mailed, it was brought to ISN’s attention that employee names, addresses and SSNs were visible through the transparent windows on the envelopes. That issue affected a total of 144 ISN employees.

While there is no indication to date that this information has actually been compromised, ISN has nonetheless taken the measures outlined in this letter to address the matter. ISN has immediately provided the enclosed notice to the affected employees. The notice explains the details of what happened and how ISN is helping to address the situation. ISN has also designated certain individuals within the company to directly address any concerns and to help potentially affected employees through this process.

McLane Middleton, Professional Association
Manchester, Concord, Portsmouth, NH | Woburn, Boston, MA

McLane.com

Attorney General Foster

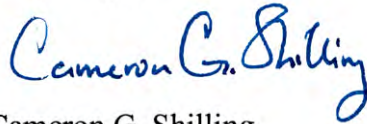
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In addition, ISN has taken additional action to reduce the data security risk to its employees. ISN has requested that all potentially affected employees place a security freeze on their credit accounts, and has provided its employees with instructions and contact information to do so. Furthermore, ISN has offered to reimburse its employees for any costs associated with the security freeze for the next two years. Lastly, ISN has implemented new measures for distributing W-2s to safeguard against similar matters in the future.

ISN takes employee security and privacy extremely seriously, and believes its response provides the best solution to address this matter. We trust that this letter provides you with the information you need to initially assess this matter, and are happy to address any questions or concerns you may have.

Very truly yours,



Cameron G. Shilling

Enclosure

cc: Independent Services Network, Inc. (w/enclosure)

2017 FEB -1 PM 9:29



309 Pine Street
P.O. Box 1111
Manchester, NH 03105-1111
603-644-3544
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www.isnnh.com



January 28, 2017

The purpose of this letter is to inform you about a potential compromise of information related to your personal information. As you know, Independent Services Network (ISN) prepares a Form W-2 for our employees each year. To create these forms, ISN uses the accounting software QuickBooks. This year, ISN upgraded to a new version of QuickBooks, which printed employee Social Security Numbers (SSN) on the Form W-2s in a location different from where it had printed this information in the previous years.

On January 25, 2017, the Form W-2s were mailed to each employee. It has been brought to our immediate attention that your SSN, along with your name and address, were visible through the transparent address window on the envelopes. While there is no indication to date that your information has actually been compromised, ISN recommends that you take the following precautionary measures.

We recommend that you place a security freeze on your credit account. A security freeze prohibits a credit reporting agency from releasing any information from a credit report without written authorization. While placing a security freeze on your credit report will affect the process for approval of a credit application, ISN believes that this is the best solution given the circumstances.

While placing a security freeze on your credit account would be free if you have been a victim of identity theft, there is no indication at this time that your information has actually been compromised. Thus, each credit reporting agency may charge up to \$10.00 each time to place, temporarily lift, or permanently remove a security freeze. As part of our response to this incident, ISN will reimburse you for such costs for the next two years if you place an initial security freeze on your credit account within the next 10 business days from the date of this letter. However, we strongly urge you to take immediate action despite this 10-day period. To request such a reimbursement, please mail or email documentation of such costs to ISN's contact information provided below.

To place a security freeze on your credit report, you can send a written request to any of the three major consumer reporting agencies by regular, certified or overnight mail, request the freeze by phone, or use their online process to do so. The address, phone number, and website for each of the credit reporting agencies are as follows:

Equifax Security Freeze	Experian Security Freeze	Trans Union Security Freeze
P.O. Box 105788 Atlanta, GA 30348 800-685-1111 www.equifax.com	P.O. Box 9554 Allen, TX 75013 888-397-3742 www.experian.com	P.O. Box 2000 Chester, PA 19022 888-909-8872 www.transunion.com

To request a security freeze, you will need to provide the following information: (1) your full name (including middle initial as well as name suffix, if any); (2) SSN; (3) date of birth; (4) complete address and previous addresses for the past two years; (5) proof of current address, such as a copy of a current utility bill; (6) legible photocopy of a government issued identification card; and (7) payment by check, money order, or credit card.

The credit reporting agencies will freeze your account within three business days after receiving the request. The agencies also will send you written confirmation of the freeze and a personal information number (PIN) to authorize the lifting or removal of the freeze. To lift the security freeze in order to allow temporary access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include your name, address, social security number, PIN, and identities of those entities or individuals from whom you would like to receive a credit report or the specific period of time that you want the credit report available. Permanently removing the security freeze involves a similar process.

If you have any questions about this matter, please call or email: Gustavo Moral at (603) 644-3544 x111, moral@isnnh.com; or Debbie Gaudreault at (603) 644-3544 x118, gaudreault@isnnh.com. In addition, to contact ISN by mail, please use the following address:

Independent Services Network
Attn: Gustavo Moral
PO Box 1111
Manchester, NH 03105

ISN takes employee security and privacy extremely seriously, and apologize for the inconvenience we know this will cause. We urge you to act promptly with respect to placing a security freeze on your credit account, and to draw on the assistance that ISN has agreed to provide to help you through this matter.

Sincerely,

Gustavo Moral-