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May 25, 2021

VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing to notify you of a data security incident involving New Hampshire residents on behalf of our client, Infinity Insurance Company (“Infinity”), which is domiciled in Indiana, and its subsidiaries Infinity Assurance Insurance Company, Infinity Auto Insurance Company, Infinity Casualty Insurance Company, Infinity County Mutual Insurance Company, Infinity Indemnity Insurance Company, and Infinity Safeguard Insurance Company.

Infinity’s security team recently detected indications of a potential security incident involving applications used by insurance agents and consumers to obtain online auto insurance quotes. Infinity immediately began an investigation, notified law enforcement, and took measures to address the incident, including removing the ability to view driver’s license numbers in the online quote process. The investigation determined that an unauthorized actor entered the names and other information obtained elsewhere of individuals with whom Infinity had no prior relationship and the application prefill process populated that individual’s and household members’ driver’s license numbers between January 7 and April 4, 2021. On April 25, 2021, Infinity determined that the unauthorized actor could have accessed the name and driver’s license number of 229 New Hampshire residents.

Beginning May 25, 2021, Infinity will mail notification letters via First-Class U.S. mail to the New Hampshire residents. A sample copy of the notification letter is attached. Infinity is offering the New Hampshire residents one year of complimentary credit monitoring, fraud consultation, and identity theft restoration services through Experian. Infinity has established a dedicated phone number that individuals may call with related questions.

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To prevent this from happening again, Infinity implemented a CAPTCHA challenge as part of the quote request process and stopped returning driver's license numbers as part of the prefill process.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerald J. Ferguson". The signature is written in a cursive style with a long horizontal flourish at the end.

Gerald J. Ferguson

Partner

Enclosure

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

May 25, 2021



G4830-L07-0000007 T00001 P001 *****SCH 5-DIGIT 32808
SAMPLE A. SAMPLE - L07 MODEL
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789



Dear Sample A. Sample:

<<UW Company>> is writing to inform you of an incident that may have involved some of your information even though you may not be a customer of <<UW Company>>. This notice explains the incident, measures we have taken, and steps you may consider taking in response.

The company's security team recently detected indications of a potential security incident involving applications used by insurance agents and consumers to obtain online auto insurance quotes. The company immediately began an investigation and took measures to address the incident, including removing the ability to view driver's license numbers in the online quote process. The investigation determined that an unauthorized actor entered the names and other information obtained elsewhere of individuals with whom <<UW Company>> had no prior relationship and the application prefill process populated that individual's driver's license number between January 7 and April 4, 2021. The company conducted a comprehensive review of the data and, on April 25, 2021, determined that the unauthorized actor could have accessed your name and driver's license number. We reported this incident to law enforcement.

We have arranged for you to receive a **complimentary** one-year membership to Experian IdentityWorksSM credit monitoring and identity protection services. Experian IdentityWorksSM is completely free to you and enrolling in this program will not hurt your credit score. For more information on Experian IdentityWorksSM, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect your personal information, please see the additional information provided in this letter.

The company understands the importance of protecting personal information and we sincerely apologize for the inconvenience. We will continue to review our cybersecurity program and have already made changes to secure our agent and consumer quote platforms. **If you have questions, please call (833) 281-4828, 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 **B013410**.

Sincerely,

<<UW Company>>

0000007



G4830-L05

EXPERIAN CREDIT MONITORING INSTRUCTIONS

To help protect your identity, we are offering a **complimentary one-year membership** of Experian IdentityWorksSM. 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 Now in Three Easy Steps

- 1. ENROLL by: August 31, 2021** (Your code will not work after this date.)
- 2. VISIT the Experian IdentityWorks website to enroll:** <https://www.experianidworks.com/plus>
- 3. PROVIDE the Activation Code: ABCDEFGHI**

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 **(833) 281-4828**. Be prepared to provide engagement number **B013410** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

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 file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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/plus>
or call (833) 281-4828 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 (833) 281-4828.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdiction.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity over the next 12 to 24 months. 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 or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, 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. 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. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. 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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name.

That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com



You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze. *How do I lift a freeze?* A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Infinity Insurance Company can be contacted via mail at 2201 4th Avenue North, Birmingham, AL 35203 or by telephone at 800-782-1020.

Additional Information for Residents of the Following States:

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: This incident involves 215 individuals in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov

A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.
- You have a right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.