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November 16, 2022

**VIA U.S. MAIL**

Office of the New Hampshire Attorney General  
Attn: Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301

**RECEIVED**

**NOV 21 2022**

**CONSUMER PROTECTION**

**Re: Innovative Service Technology Management Services, Inc.  
Notice of Data Breach**

To Whom It May Concern:

Our firm represents Innovative Service Technology Management Services, Inc. ("IST"), a facilities management and litigation support services provider with its principal office address at 934 Glenwood Ave SE, Suite 250, Atlanta, GA 30319. This letter is provided pursuant to N.H. Rev. Stat. Ann. § 359-C:20, which requires notice to the Office of the Attorney General in the event of a breach in the security of personal information affecting residents of the state of New Hampshire.

IST recently was the victim of a ransomware attack that impacted its computer systems. IST promptly took its systems offline as a precautionary measure and initiated incident response protocols to thoroughly investigate the incident, safely restore its systems, and continue services to clients. IST also reported the incident to law enforcement and cooperated with their efforts.

Through its investigation, IST discovered that an unauthorized actor gained access to its computer system and may have acquired certain files on or about June 3, 2022, before launching the ransomware attack. IST then completed a detailed review of the potentially compromised files and, through that process, discovered on October 17, 2022, that personal information for some of its past and present employees and their family members may have been impacted, including names, dates of birth, Social Security numbers, driver's license numbers, passport numbers, financial account numbers, and/or medical billing information related to IST's self-insured health plan.

This incident affected a total of thirteen (13) residents of the state of New Hampshire. A sample of the notification letter mailed to residents is enclosed for your records. As reflected therein, as a precautionary measure, IST is offering all potentially affected residents free credit monitoring and identity restoration services through Experian IdentityWorks<sup>SM</sup> for a period of one year.

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Freeman  
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November 16, 2022

Page 2

Going forward, IST is taking steps to continue investigating this incident, help mitigate the potential for harm, and prevent this from happening again. IST completed a global reset of all passwords in its computer systems, implemented enhanced detection and response capabilities on all endpoints in its network, and ensured that all critical applications are up to date. It also notified law enforcement about the incident and will cooperate with any further investigation by them. In addition, IST will continue reviewing its policies and procedures to identify any other measures to further strengthen security and help prevent a future incident from occurring.

I believe this provides you with all information necessary for your purposes and to comply with Montana law. However, if anything further is needed, please contact me.

Very truly yours,

**FREEMAN MATHIS & GARY, LLP**

David A. Cole



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

November 16, 2022

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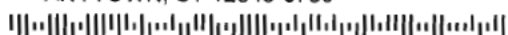


SAMPLE A SAMPLE - L01

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



### Notice of Data Breach

Dear Sample A. Sample:

At Innovative Service Technology Management Services, Inc. ("IST"), we take the issue of privacy seriously. As part of that commitment, we are sending you this letter to make you aware of a recent data security incident that affected your personal information. Please read this letter carefully.

#### What Happened

IST recently was the victim of a ransomware attack that impacted our computer systems. We promptly took our systems offline as a precautionary measure and initiated our incident response protocols to thoroughly investigate the incident, safely restore our systems, and continue our services to clients. We also reported the incident to law enforcement and cooperated with their efforts.

Through our investigation, we discovered that an unauthorized actor gained access to our computer system and may have acquired certain files on June 3, 2022, before launching the ransomware attack. We then completed a detailed review of the potentially compromised files and, through that process, discovered on October 17, 2022, that some of your personal information may have been impacted.

#### What Information Was Involved

We currently have no knowledge of any actual or attempted misuse of anyone's information. However, based on our investigation and detailed review process, we have determined that one or more of the potentially compromised files from our computer system contained your personal information including your name and [Extra1]. Therefore, we are notifying you out of an abundance of caution, and we recommend that you carefully review the information herein.

#### What We Are Doing

We take the protection of information seriously and are continuing to take steps to mitigate the potential for harm and prevent future incidents like this. We completed a global reset of all passwords in our computer systems, implemented enhanced detection and response capabilities on all endpoints in our network, and ensured that all critical applications are up to date. We also notified law enforcement about this incident and will cooperate with any further investigation by them. In addition, we will continue reviewing our policies and procedures to identify any other measures to further strengthen security and help prevent a future incident from occurring.

0000001



i6104-L01

As an additional safeguard to help protect your identity, we also are offering you complimentary access to Experian IdentityWorks<sup>SM</sup> for a period of ## months.

If you believe there was fraudulent use of your information because of this incident and would like to discuss how you may be able to resolve those issues, please contact an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you contact credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for ## months from the date of this letter and does not require any action by you at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through your complimentary ##-month Experian IdentityWorks membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by February 28, 2023** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [www.experianidworks.com/credit](http://www.experianidworks.com/credit)
- Provide your **activation code**:

If you have questions about the product, need assistance with Identity Restoration that arose because of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (855) 797-1889 by February 28, 2023. Be prepared to provide engagement number as proof of eligibility for the Identity Restoration services by Experian.

#### **What You Can Do**

We recommend that you remain vigilant by reviewing and monitoring your account statements and credit reports. If you find any errors or unauthorized activity, you should contact your financial institutions that may be affected. You also may file a report with law enforcement, your state attorney general, and/or the Federal Trade Commission. In addition, please refer to the enclosed document titled "Additional Steps to Help Protect Your Information" which contains additional steps you may take to protect your information from misuse, including some information that may be specific to your state of residence.

#### **For More Information**

We are very sorry for any concern or inconvenience caused by this incident. If you have any other questions or concerns that you would like to discuss, you may contact us through our dedicated incident response hotline at (855) 797-1889. Be prepared to provide your engagement number:

Sincerely,

Hal Blackman, CEO

## Additional Steps to Help Protect Your Information

**Review personal account statements and credit reports.** We recommend that you remain vigilant by reviewing personal account statements and monitoring credit reports to detect errors or unauthorized activity. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call (877) 322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months. If you discover any suspicious items, you should report incorrect information on your report to the credit reporting agency. The names and contact information for the credit reporting agencies are:

Equifax  
1-866-766-0008  
P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

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

TransUnion  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

**Report suspected fraud.** You have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You should report suspected incidents of identity theft to local law enforcement, your state's Attorney General, and/or the Federal Trade Commission.

**Place Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. When you place a fraud alert, it will last one year. Fraud alerts are free and identity theft victims can get an extended fraud alert for seven years. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. To place a security freeze, contact the nationwide credit reporting agencies by phone or online. For more information, <https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>.

**Place a Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too. To place a security freeze, contact the nationwide credit reporting agencies by phone or online. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee. Also, do not confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock. For more information, visit <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

**Change Online Account Credentials.** If the information involved in this incident included credentials used to access any of your online accounts, such as a username, password, PIN, or answer security question, you should promptly change your username, password, PIN, security question and answer, or other access credentials and take other appropriate steps to protect all online accounts for which you use the same credentials.

**Monitor Your Personal Health Information.** If applicable to your situation, we recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive the regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.



You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline.

**Obtain additional information** about the steps you can take to avoid identity theft from the following entities:

- **California Residents:** Visit the California Office of Privacy Protection, [www.privacy.ca.gov](http://www.privacy.ca.gov), for additional information on medical privacy and protection against identity theft.
- **Iowa Residents:** Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov), (515) 281-5164.
- **Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), (502) 696-5300.
- **Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), (888) 743-0023.
- **North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.com](http://www.ncdoj.com), (919) 716-6400.
- **Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us](http://www.doj.state.or.us), (877) 877-9392.
- **Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), (401) 274-4400.
- **Washington D.C. Residents:** Office of the Attorney General for the District of Columbia, 400 6th Street NW, Washington, D.C. 20001, (202)-727-3400, [www.oag.dc.gov](http://www.oag.dc.gov)
- **All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.ftc.gov](http://www.consumer.ftc.gov), 1-877-IDTHEFT (438-4338).

**Know 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. You have certain rights under the FCRA, which you can read about by visiting <https://www.consumer.ftc.gov>. These rights include: (1) You must be told if information in your file has been used against you; (2) You have the right to know what is in your file (you "file disclosure"); (3) You have the right to ask for a credit score; (4) You have the right to dispute incomplete or inaccurate information; (5) Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (6) Consumer reporting agencies may not report outdated negative information; (7) Access to your file is limited to people with a valid need; (8) You must give your consent for reports to be provided to employers; (8) You may limit "prescreened" offers of credit and insurance you get based on information in your credit report; (9) You may seek damages from violators; and (10) identity theft victims and active duty military personnel have additional rights. For more information, visit [www.ftc.gov/credit](http://www.ftc.gov/credit). States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General.





### ADDITIONAL DETAILS REGARDING YOUR EXPERIAN® IDENTITYWORKS<sup>SM</sup> MEMBERSHIP

Please refer to the enclosed letter for your personal activation code, instructions on how to enroll, and the deadline for enrollment. A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.<sup>1</sup>
- **Credit Monitoring:** Actively monitors Experian files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please contact an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you contact credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for ## months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling.

<sup>2</sup> 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 jurisdictions.

