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NOV 15 2021

CONSUMER PROTECTION

November 12, 2021

**By FedEx**

New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 03301

**To Whom It May Concern:**

I am writing on behalf of ISO Claims Services, Inc. (collectively "ISO" or "Company") to inform you of an incident that may have impacted personal information of 6 New Hampshire residents. ISO provides companies with property and liability risk products and services. ISO's address is 545 Washington Boulevard, Jersey City, NJ 07310.

On September 27, 2021, ISO detected unusual activity associated with a customer account used on a Company portal providing access to motor vehicle reports. ISO promptly launched an investigation and deactivated accounts identified with suspicious activity. ISO engaged leading investigations experts to assist with an investigation to determine the nature and scope of the incident and notified law enforcement. ISO has determined that the incident involved an unauthorized entity requesting access to the Company portal and fraudulently submitting credentialing information that appeared to be associated with legitimate business entities. The unauthorized entity then used information already in its possession to request motor vehicle reports.

To date, ISO has concluded that the incident impacted names, dates of birth, addresses, and driver's license numbers. The Company has taken multiple, further steps to reduce the risks of this type of incident recurring, including deactivating accounts identified as fraudulent, enhancing the scrutiny of new accounts during the credentialing process, and continuing to monitor and review accounts for signs of fraudulent activity.

ISO sent notice by postal mail to the impacted New Hampshire residents beginning on November 4, 2021. We enclose a sample notice in this notification. In addition to providing information regarding credit reporting agencies, security freezes, fraud alerts, and other identity theft prevention tools, the Company is offering credit monitoring and identity protection services for 2 years through IDX, at no cost to the impacted residents.

[Continued on next page]

Please feel free to contact me if you have any questions or require additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "W. J. Denvil".

James Denvil

Counsel  
w.james.denvil@hoganlovells.com  
D +1 (202) 637-5521

Enclosure



Return to IDX  
P.O. Box 989728  
West Sacramento, CA 95798-9728

To Enroll, Please Call:  
(833) 989-3931  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: <<Enrollment>>

<<FirstName>> <<MiddleName>> <<LastName>> <<Suffix>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

November 1, 2021

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<Suffix>>,

We are writing to let you know that ISO Claims Services, Inc. ("ISO") experienced a security incident that may have impacted personal information related to you. ISO provides its business customers with property and liability risk products, including driver risk management services. On September 27, 2021, we detected unusual activity on a customer's account. We promptly launched an investigation and deactivated accounts identified with suspicious activity. And we engaged leading investigations experts to assist with an investigation to determine the nature and scope of the incident. It appears that an unauthorized entity obtained credentials to access our customer portal as early as July 5, 2021, and obtain certain motor vehicle reports containing driver names, dates of birth, addresses, and driver's license numbers. We have notified law enforcement, and we are providing this notice so that you can take steps to protect your information.

We have taken multiple, further steps to reduce the risk of this type of an incident happening again and will continue to monitor our systems and evaluate potential enhancements. Additionally, we have arranged for you to obtain credit monitoring and identity protection services at no cost to you for two years through IDX, a leading provider of credit monitoring and identity protection services. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. You can enroll by calling (833) 989-3931 or going to: <https://app.idx.us/account-creation/protect> and using your Enrollment Code provided at the top of the letter. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is January 27, 2022.

In addition, we recommend that you remain vigilant and review your financial records and statements for signs of suspicious activity. Please find additional information in Attachment 1 to this letter.

If you have any questions or need additional information, please call (833) 989-3931 Monday through Friday from 9:00 am to 9:00 pm Eastern Time.

We apologize for any inconvenience this may cause.

Sincerely,

ISO Claims Services, Inc.  
545 Washington Boulevard, Jersey City, NJ 07310

Enclosures

## Attachment 1: Additional Information

You should be cautious about using email to provide sensitive personal information, whether sending it yourself or in response to email requests. You should also be cautious when opening attachments and clicking on links in emails. Scammers sometimes use fraudulent emails or other communications to deploy malicious software on your devices or to trick you into sharing valuable personal information, such as account numbers, Social Security numbers, or usernames and passwords. The Federal Trade Commission (FTC) has provided guidance at <https://www.consumer.ftc.gov/articles/0003-phishing>.

You should review your financial statements and accounts for signs of suspicious transactions and activities. If you find any indication of unauthorized accounts or transactions, you should report the possible threat to local law enforcement, your State's Attorney General's office, or the FTC. You will find contact information for some of those entities below. If you discover unauthorized charges, promptly inform the relevant payment card companies and financial institutions.

If you are one of the 736 residents of Rhode Island potentially impacted by this incident, you have the right to obtain a police report.

### Fraud Alert Information

Whether or not you enroll in the credit monitoring product offered, we recommend that you consider placing a free "Fraud Alert" on your credit file. Fraud Alert messages notify potential credit grantors to verify your identification before extending credit in your name in case someone is using your information without your consent. A Fraud Alert can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. Fraud alerts last one year. Identity theft victims can get an extended fraud alert for seven years.

Call only one of the following three nationwide credit reporting companies to place your Fraud Alert: TransUnion, Equifax, or Experian. As soon as the credit reporting company confirms your Fraud Alert, they will also forward your alert request to the other two nationwide credit reporting companies so you do not need to contact each of them separately. You may also contact any of the consumer reporting agencies or the FTC for more information regarding fraud alerts. The contact information for the three nationwide credit reporting companies is:

Equifax PO Box 740256 Atlanta, GA 30374 <a href="http://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/">www.equifax.com/personal/credit-report-services/credit-fraud-alerts/</a> 1-800-525-6285	TransUnion PO Box 2000 Chester, PA 19016 <a href="http://www.transunion.com/fraud">www.transunion.com/fraud</a> 1-800-680-7289	Experian PO Box 9554 Allen, TX 75013 <a href="http://www.experian.com/fraud">www.experian.com/fraud</a> 1-888-397-3742
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### Free Credit Report Information

You have rights under the federal Fair Credit Reporting Act. These include, among others, the right to know what is in your credit file; the right to dispute incomplete or inaccurate information; and the right to ask for a credit score. Under federal law, you are also entitled to one free credit report once every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or make a request online at [www.annualcreditreport.com](http://www.annualcreditreport.com).

Even if you do not find any suspicious activity on your initial credit reports, we recommend that you check your account statements and credit reports periodically. You should remain vigilant for incidents of fraud and identity theft. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency or state attorney general and file a police report. Get a copy of the report; many creditors want the information it contains to alleviate you of the fraudulent debts. You also should file a complaint with the FTC using the contact information below. Your complaint will be added to the FTC's Consumer Sentinel database, where it will be accessible to law enforcement for their investigations.

You may also contact the FTC at the contact information below to learn more about identity theft and the steps you can take to protect yourself and prevent such activity. If you are a resident of Arizona, Connecticut, the District of Columbia, Florida, Hawaii, Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, New Jersey, New Mexico, New York, North Carolina, Oregon, Rhode Island, South Carolina, South Dakota, Texas, or West Virginia, you can also reach out to your respective state's Attorney General's office at the contact information below. All other residents can find information on how to contact your state attorney general at <https://www.naag.org/find-my-ag/>.

**Federal Trade Commission**  
Consumer Response Center  
600 Pennsylvania Avenue NW  
Washington, DC 20580  
1.877.FTC.HELP (382.4357) /  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**Arizona Office of the Attorney General**  
2005 N Central Avenue  
Phoenix, AZ 85004  
1-602-542-5025 / [www.azag.gov](http://www.azag.gov)

**Connecticut Attorney General's Office**  
165 Capitol Avenue  
Hartford, CT 06106  
1-860-808-5420 / <https://portal.ct.gov/AG>

**Office of the Attorney General for the District of Columbia**  
400 6th Street NW  
Washington, D.C. 20001  
1-202-727-3400 / <https://oag.dc.gov>

**Florida Office of the Attorney General**  
PL-01 The Capitol  
Tallahassee, FL 32399  
1-850-414-3300 / [www.myfloridalegal.com](http://www.myfloridalegal.com)

**Hawaii Department of the Attorney General**  
425 Queen Street  
Honolulu, HI 96813  
1-808-586-1500 / <https://ag.hawaii.gov>

**Illinois Office of the Attorney General**  
100 West Randolph Street  
Chicago, IL 60601  
1-312-814-3000 /  
[www.illinoisattorneygeneral.gov](http://www.illinoisattorneygeneral.gov)

**Office of the Indiana Attorney General**  
Indiana Government Center South  
302 W. Washington St., 5th Floor  
Indianapolis, IN 46204  
1-317-232-6201 / [www.in.gov/attorneygeneral](http://www.in.gov/attorneygeneral)

**Consumer Protection Division**  
**Office of the Attorney General of Iowa**  
1305 E. Walnut Street  
Des Moines, IA 50319  
1-515-281-5926 / [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)

**Kansas Office of the Attorney General**  
120 SW 10th Ave, 2nd Floor  
Topeka, KS 66612-1597  
1-785-296-2215 / <https://ag.ks.gov/>

**Michigan Department of the Attorney General**  
G. Mennen Williams Building  
525 W. Ottawa Street  
P.O. Box 30212  
Lansing, MI 48909  
1-517-335-7622 / [www.michigan.gov/ag/](http://www.michigan.gov/ag/)

**Minnesota Attorney General's Office**  
445 Minnesota Street, Suite 1400  
St. Paul, MN 55101-2131  
1-651-296-3353 (Twin Cities Calling Area)  
1-800-657-3787 (Outside the Twin Cities) /  
[www.ag.state.mn.us](http://www.ag.state.mn.us)

**Missouri Attorney General's Office**  
Supreme Court Building  
207 W. High St.  
P.O. Box 899  
Jefferson City, MO 65102  
1-573-751-3321 / <https://ago.mo.gov/>

**New Jersey Office of the Attorney General**  
RJ Hughes Justice Complex  
25 Market Street, Box 080  
Trenton, NJ 08625-0080  
1-609-292-4925 / [www.njoag.gov](http://www.njoag.gov)

**New Mexico Office of the Attorney General**  
201 3rd St. NW, Suite 300  
Albuquerque, NM 87102  
1-844-255-9210 / [www.nmag.gov](http://www.nmag.gov)

**New York Attorney General's Office**  
The Capitol  
Albany, NY 12224-0341  
1-800-771-7755 / <https://ag.ny.gov/>

**North Carolina Attorney General's Office**  
90001 Mail Service Center  
Raleigh, NC 27699  
1-919-716-6400 / <https://ncdoj.gov/>

**Oregon Department of Justice**  
1162 Court Street NE  
Salem, OR 97301  
1-877-877-9392 / <https://justice.oregon.gov>

**Rhode Island Attorney General's Office**  
150 South Main Street  
Providence, Rhode Island 02903  
1-401-274-4400 / [www.riag.ri.gov/](http://www.riag.ri.gov/)

**South Carolina Office of the Attorney General**  
P.O. Box 11549  
Columbia, S.C. 29211  
1-803-734-3970 / [www.scag.gov](http://www.scag.gov)

**South Dakota Office of the Attorney General**

1302 E Hwy 14, Suite 1  
Pierre SD 57501-8501  
1-605-773-3215 / <https://atg.sd.gov/>

**Texas Office of the Attorney General**

PO Box 12548  
Austin, TX 78711-2548  
1-512-463-1200 / [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov)

**West Virginia Office of the Attorney General**

P.O. Box 1789,  
Charleston, WV 25326  
1-800-368-8808 / <https://ago.wv.gov/>

**Security Freeze Information**

You have the right to request a free Security Freeze (aka "Credit Freeze") on your credit file by contacting each of the three nationwide credit reporting companies via the channels outlined below. When a Credit Freeze is added to your credit report, third parties, such as credit lenders or other companies, whose use is not exempt under law will not be able to access your credit report without your consent. A Credit Freeze can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. You may also contact any of the consumer reporting agencies or the FTC for more information regarding security freezes.

Equifax Security Freeze  
PO Box 105788  
Atlanta, GA 30348  
<http://www.equifax.com/personal/credit-report-services/credit-freeze/>  
1-800-349-9960

TransUnion Security Freeze  
PO Box 2000  
Chester, PA 19016  
[www.transunion.com/freeze](http://www.transunion.com/freeze)  
1-888-909-8872

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

To request a Credit Freeze, you may need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)