



LEWIS BRISBOIS BISGAARD & SMITH LLP

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June 24, 2021

VIA EMAIL

Attorney General Gordon MacDonald
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Re: Notification of Data Security Incident

To Whom It May Concern:

We represent Jawonio, a 501(c)(3) provider of lifespan services located in New City, New York, in connection with a recent data security incident described below. This letter is being sent pursuant to N.H. Rev. Stat. §§ 359-C:19 - C:21 because Jawonio learned on November 24, 2020, that the personal information of one (1) New Hampshire resident may have been involved in a data security incident.

I. Nature of the security incident.

On or about April 20, 2020, Jawonio became aware of a possible data security incident involving its email environment. As soon as Jawonio learned of this information, it began an investigation and took steps to secure all employee email accounts. Jawonio also engaged an independent forensics firm to determine what happened and whether personal information had been accessed or acquired without authorization. On November 24, 2020, the investigation revealed that the personal information of certain Jawonio clients may have been accessed during the incident. Jawonio then took steps to locate addressed in order to complete notification of the involved individuals. The information that may have been accessed or taken includes name, Social Security number and date of birth.

II. Number of New Hampshire Residents Affected.

Jawonio notified 1 New Hampshire resident regarding this incident. Jawonio notified the potentially affected resident on or about June 4, 2021, via U.S. mail. A sample copy of the notification letter is being provided with this correspondence.

III. Steps Taken in Response to the Incident.

Jawonio has taken steps in response to this incident to prevent similar incidents from occurring in the future. Those steps have included working with leading cybersecurity experts to enhance the security of its digital environment. Furthermore, while Jawonio is not aware of the misuse of any information as a result of this incident, out of an abundance of caution, Jawonio also provided twelve (12) months of complimentary credit and identity monitoring services to the potentially affected individuals. Jawonio has established a toll-free call center through IDX to answer any questions about the incident and address related concerns. The call center is available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time.

IV. Contact Information.

Jawonio remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at 214.722.7141 or via email at Lindsay.Nickle@lewisbrisbois.com.

Best regards,



Lindsay B. Nickle of
LEWIS BRISBOIS BISGAARD & SMITH LLP

LBN

Enclosure: Sample Notification Letter

Jawonio
C/O IDX
P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
1-833-406-2405
Or Visit:
[https://app.idx.us/account-
creation/protect](https://app.idx.us/account-creation/protect)
Enrollment Code: <<Enroll>>

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

June 4, 2021

Re: Notice of Data Security Incident

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

I am writing to inform you of a data security incident experienced by Jawonio, that may have involved your personal information. At Jawonio, we take the privacy and security of the individuals we serve very seriously. This is why we are notifying you of the incident, offering you identity monitoring services, and informing you about steps you can take to help protect your personal information.

What Happened? On April 20, 2020, Jawonio became aware of a possible data security incident event involving its email environment. We conducted an investigation and hired independent computer forensic investigators to help determine what happened. Jawonio's investigation found that an unauthorized person gained access to, viewed and may have acquired information stored in its email environment. Jawonio immediately secured its environment and began investigating what information may have been involved in the incident.

On November 24, 2020 the investigation determined that protected health information belonging to individuals may have been accessed by the unauthorized person. We have determined that your information may have been involved in the incident.

What Information Was Involved? The information potentially impacted is any information you provided to Jawonio and may include your name, [REDACTED] and other information related to your interaction with Jawonio.

What Are We Doing? As soon as we discovered the incident, we took the steps described above. In addition, Jawonio is providing you with information about steps you can take to help protect your personal information, and are offering free identity monitoring and recovery services for [REDACTED] months through IDX as described below.

What You Can Do: You can follow the recommendations included with this letter to protect your personal information. I encourage you to enroll in the identity monitoring services we are offering through IDX to protect your personal information. To enroll, please visit <https://app.idx.us/account-creation/protect> or call 1-833-406-2405 and provide your enrollment code found above. Your <<12 / 24>> months of services will include credit monitoring, CyberScan dark web monitoring, identity theft insurance, and fully managed identity recovery services.

To receive credit services, you must be over the age of 18, and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. Additional information describing your services is included with this letter. Please note you must enroll by September 3, 2021.

For More Information: If you have any questions about this letter, please call 1-833-406-2405 Monday through Friday from 9 am – 9 pm Eastern Time. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Randi Rios-Castro, CEO
Jawonio

STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

TransUnion P.O. Box 1000 Chester, PA 19016 1-800-916-8800 www.transunion.com	Experian P.O. Box 9701 Allen, TX 75013 1-888-397-3742 www.experian.com	Equifax P.O. Box 740241 Atlanta, GA 30348 866-349-5191 www.equifax.com	Free Annual Report P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 annualcreditreport.com
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Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC at **Federal Trade Commission**, 600 Pennsylvania Ave, NW, Washington, D.C. 20580, or online at consumer.ftc.gov and www.ftc.gov/idtheft, or to the Attorney General in your state. Residents of New York, Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

New York Attorney General Bureau of Internet and Technology Resources 28 Liberty Street New York, NY 10005 ifraud@ag.ny.gov 1-212-416-8433	Maryland Attorney General 200 St. Paul Place Baltimore, MD 21202 oag.state.md.us 410-528-8662	North Carolina Attorney General 9001 Mail Service Center Raleigh, NC 27699 ncdoj.gov 1-877-566-7226	Rhode Island Attorney General 150 South Main Street Providence, RI 02903 http://www.riag.ri.gov 401-274-4400
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You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

Review your Tax Filings: If you detect any suspicious activity relating to your tax filings, we encourage you to complete IRS Form 14039, Identity Theft Affidavit, which you can obtain at <http://www.irs.gov/pub/irs-pdf/f14039.pdf>. If you have other identity theft / tax related issues, contact the IRS Identity Protection Specialized Unit at 1-800-908-4490. You should be especially aware of any requests, calls, emails, letters, or other questions about your financial accounts or from individuals purporting to be from the IRS or other entities from whom you would not be expecting contact. If you receive any type of unexpected request for personal information, you should not provide that information and instead contact the organization by phone to verify the request is legitimate.