



The John F. Murphy Homes, Inc.

STATE OF NH  
DEPT OF JUSTICE

2019 APR 16 PM 12:03

April 11<sup>th</sup>, 2019

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

Dear Attorney General MacDonald:

We are writing to notify you of a breach of security and unauthorized access or use of personal information involving three (3) New Hampshire residents.

We recently became aware of a situation in which tax documents were mailed to employees and, due to a formatting issue, there may have been some personally identifiable information visible in the window of the envelope. This data may have included their name, address and social security number. These documents were mailed on March 4<sup>th</sup>, 2019.

There were three (3) individuals that were affected in New Hampshire whose personal information was subject of this incident. The New Hampshire residents have received or will shortly receive notice by mail. We have included a copy of the notice to the affected New Hampshire residents, which was mailed on April 9<sup>th</sup>, 2019.

We take our responsibilities to protect our employees' information *very* seriously. We have made immediate enhancements to our systems, security and practices to ensure the confidentiality of the personal information of those we employ. We are also offering twelve months of credit monitoring services to all affected employees.

Please contact Morgan Parsons, Accounting Manager of John F. Murphy Homes, Inc. at 207-440-6219 if you have any questions or need further information.

Sincerely,

A handwritten signature in blue ink, appearing to be 'Andrew Cowan', written over a blue circular stamp or watermark.

Andrew Cowan  
Chief Financial Officer



John F. Murphy Homes, Inc.

Date

Name  
Address  
Address  
Address

Dear:

**Please read this letter in its entirety.**

We recently became aware of a situation in which tax documents were mailed to you and, due to a formatting issue, there may have been some personally identifiable information visible in the window of the envelope. This data may have included your name, address and social security number.

**While we have no evidence that any of your personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.**

**What is JFM doing to address this situation?**

JFM has made immediate enhancements to our systems, security and practices to ensure that appropriate security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation. That's why JFM is providing you with access to **Single Bureau Credit Monitoring\*** service at no charge. This service provides you with alerts for twelve months from the date of enrollment when changes occur to your Experian credit files. This notification is sent to you the same day that the change or update takes place with the bureau. This service will be provided by **CyberScout**, a company that specializes in identity theft education and resolution.

**How do I enroll for the free services?**

To enroll in **Single Bureau Credit Monitoring\*** service at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. **When prompted please provide the following unique code to receive services: <CODE HERE.>**

For guidance with the **CyberScout** services, or to obtain additional information about this service, **please call the CyberScout help line 1-800-405-6103** and supply the fraud specialist with your unique code.

\* Services marked with an "\*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**800 Center St • Auburn, Maine 04210 • (207) 782-2726 • Fax (207) 782-1734  
[www.jfmhomes.org](http://www.jfmhomes.org)**

**What can I do on my own to address this situation?**

CyberScout has been retained to help you with any questions or problems you may encounter, including assisting you with obtaining a credit report and placing fraud alerts. However, if you choose not to use these services, we are strongly urging all customers to do the following:

**If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:**

**Experian (1-888-397-3742)**  
P.O. Box 4500  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

**Equifax (1-800-525-6285)**  
P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)

**TransUnion (1-800-680-7289)**  
P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)

**Also, should you wish to obtain a credit report and monitor it on your own:**

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to CyberScout.

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**What if I want to speak with JFM regarding this incident?**

While CyberScout should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with JFM regarding this incident. If so, please contact Morgan Parsons, Accounting Manager, by phone at 207-440-6219 or e-mail at [morgan.parsons@jfmh.org](mailto:morgan.parsons@jfmh.org).

At JFM, we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,



Andrew Cowan  
Chief Financial Officer