

STATE OF NH  
DEPT OF JUSTICE

2017 APR 17 AM 9:22

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April 14, 2017

**VIA OVERNIGHT MAIL**

Attorney General Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03001-6310

*Re: Incident Notification*

Dear Attorney General Foster:

We are writing on behalf of our client, Johnson, Hearn, Vinegar & Gee, PLLC (“Johnson Hearn”), to notify you of a security incident involving New Hampshire residents.

On January 16, 2017, our client became aware of a ransomware attack of their computer system. Our client immediately began an investigation, reset passwords, removed the server from the system, and began using a back-up of their system. As part of their investigation, Johnson Hearn engaged a leading forensic firm, and they determined that an unknown person remotely accessed a server which contained files that may have included individuals’ names, dates of birth, driver’s license numbers or state issued identification numbers, social security numbers, financial information such as checking/savings account numbers, financial investment information, payment card information, and health insurance numbers. Although no evidence has been found that the unknown person accessed or acquired personal information, the nature of the incident is such that we cannot rule out that possibility.

Johnson Hearn is notifying three (3) New Hampshire residents in substantially the same form as the letter attached hereto, with written notification commencing today, April 14, 2017.<sup>1</sup> Notification is being made as soon as possible and pursuant to the investigation described above, which was necessary to determine the nature and scope of the incident; identify the individuals potentially affected; and restore the reasonable integrity of the data system. *See* N.H. Rev. Stat. Ann. § 359-C:20. In addition, Johnson Hearn is offering affected individuals a complimentary one-year membership of Experian’s® IdentityWorks<sup>SM</sup>. This product offers affected individuals identity detection and resolution of identity theft.

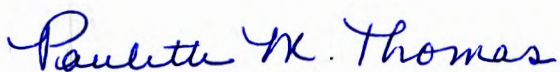
Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver  
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

Attorney General Joseph Foster  
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To help prevent something like this from happening in the future, Johnson Hearn has enhanced the security of their systems.

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

Sincerely,



Paulette M. Thomas  
Counsel

Enclosures

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<sup>1</sup> This report is not, and does not constitute, a waiver of personal jurisdiction.

JOHNSON, HEARN, VINEGAR & GEE, PLLC

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SMP1000002



Sample Customer  
123 Sample St  
Apt 2  
Dublin, OH 43017

April 14, 2017

STATE OF NH  
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**Notification of Computer System Security Incident**

Dear Sample Customer:

Johnson, Hearn, Vinegar, & Gee, PLLC is committed to maintaining the privacy and security of the client information. We are writing to inform you of a ransomware incident involving some of that information.

On January 16, 2017, we became aware of a ransomware attack of our computer system. Ransomware is used by an Internet-based attacker to remotely lock the victim's computer system. The attacker then demands that a ransom be paid to remove the restriction. Fortunately, our virus software was able to stop the attack.

We immediately began an investigation, reset passwords, removed the server from the system, and began using a back-up to our system. As part of our investigation, we engaged a leading forensic firm, and it determined that an unknown person remotely accessed a server which contained files that may have included your name, address, date of birth, driver's license number or state issued identification number, social security number, financial information, such as checking/savings account numbers, or financial investment information, payment card information, and health insurance numbers. We have found no evidence that client information was accessed or acquired by the attackers, or that your information has been used in any way. However, the nature of the incident is such that we cannot rule out that possibility.

Out of an abundance of caution, we wanted to notify you of this incident and offer you a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with identity detection and resolution of identity theft 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). While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks.<sup>SM</sup> For instructions on how to activate your complimentary one-year membership, please see the attachment enclosed with this letter.

We deeply regret any inconvenience or concern this may cause you. To help prevent something like this from happening in the future, we have enhanced the security of our systems. If you have any questions please call (855) 474-3854, or for international calls (330) 333-7258, from 9 a.m. to 5 p.m. Eastern Time, Monday through Friday.

Sincerely,

George G. Hearn  
Managing Member  
Enc. (2 pages)

### Activate IdentityWorks<sup>SM</sup> in Three Easy Steps

To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: July 31, 2017** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [www.experianidworks.com/creditone](http://www.experianidworks.com/creditone)
- Provide your **activation code: ABC123**

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by **July 31, 2017**. Be prepared to provide engagement number **DB01441** 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** 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.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files 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.
- **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.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**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](http://www.ExperianIDWorks.com/restoration) for this information.

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge, once every twelve months, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies 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 contact the Federal Trade Commission. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
(877) 438-4338

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.

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

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.