



150 N. Riverside Plaza, Suite 3000, Chicago, IL 60606 • (312) 819-1900

April 7, 2021

Bruce A. Radke  
312-463-6211  
312-819-1910 Direct Fax  
bradke@polsinelli.com

**VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)**

The Honorable Gordon MacDonald  
Attorney General of the State of New Hampshire  
Office of the Attorney General  
33 Capitol Street  
Concord, New Hampshire 03301

***Re: Notification of a Potential Data Security Incident***

Dear Attorney General MacDonald:

We represent The Law Offices of Joseph L. Bornstein (“Bornstein”) in connection with a recent incident that may have impacted the personal information of thirteen (13) New Hampshire residents, and we provide this notice on behalf of Bornstein pursuant to N.H. REV. STAT. ANN. § 359-C:20. This notice will be supplemented, if necessary, with any new, significant facts discovered subsequent to its submission. While Bornstein is notifying you of this incident, Bornstein does not waive any rights or defenses relating to the incident, this notice, or the applicability of New Hampshire law on personal jurisdiction.

**NATURE OF THE SECURITY INCIDENT OR UNAUTHORIZED USE OR ACCESS**

Bornstein recently learned that an unauthorized third party gained access to one (1) Bornstein employee email account from November 3, 2020 to November 4, 2020. Upon learning of the incident, Bornstein promptly secured the email account to prevent further access and retained a leading forensic security firm to investigate and confirm the security of its email and computer systems. On January 21, 2021, Bornstein determined that the impacted email account contained the name, Social Security number, and driver’s license number/state ID number of thirteen (13) New Hampshire residents.

**NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED**

Bornstein is notifying the impacted New Hampshire residents by letter today, April 7, 2021. Enclosed is a copy of the notice that is being sent to the New Hampshire residents via first-class United States mail.

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St. Louis   San Francisco   Washington, D.C.   Wilmington  
Polsinelli PC, Polsinelli LLP in California

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**STEPS TAKEN RELATING TO THE INCIDENT**

In addition to notifying the potentially impacted New Hampshire residents, Bornstein is providing the residents with information on how they can protect themselves against fraudulent activity and identity theft, and offering the individuals twelve (12) months of complimentary credit monitoring and identity theft services. Finally, Bornstein enhanced its technical security measures to reduce the risk of this type of incident occurring in the future.

**CONTACT INFORMATION**

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,



Bruce A. Radke

Enclosure

Law Offices of Joe Bornstein  
Mail Handling Services  
777 E Park Dr  
Harrisburg, PA 17111



«Full\_Name» «ID»  
«Address\_1»  
«City», «State» «Zip»

April 7, 2021

Dear «Full\_Name»,

We hope this letter finds you well.

The Law Offices of Joe Bornstein is committed to maintaining the privacy and confidentiality of the information entrusted to us. Unfortunately, we are writing to advise you of a recent incident that may have involved some of your personal information. **We do not have any reason to believe that any of your information was actually viewed by an unauthorized person or that your personal information has been misused for the purpose of committing fraud or identity theft.** Nevertheless, because your personal information may have been impacted, we are providing you this notice to inform you of the prompt steps we have taken regarding this incident and to provide you with additional guidance on what you can do to protect yourself, should you feel it is appropriate to do so. We have been working diligently with a leading forensic security firm to investigate the incident and confirm the security of our email and computer systems.

**What Happened?** We recently learned that an unauthorized third party gained access to the email account of one of our employees for a limited amount of time. Our Information Technology manager was alerted of the incident and took swift action to terminate the unauthorized access. Since an unknown individual had access to the account, our technology specialists and outside security consulting firm began a thorough search of the account for any personal information contained therein.

**What Information Was Involved?** On January 21, 2021, we determined the impacted account contained some of your personal information, including your «Variable\_Text».

**What Are We Doing?** Upon learning of the incident, our law firm promptly secured the email account to prevent further access. We then retained a leading forensic security firm to investigate and confirm the security of our email and computer systems. During this comprehensive and detailed process, their team of experts has worked side-by-side with our law firm from the onset to contain and mitigate the potential impact of the incident. We have taken additional steps to reduce the risk of this type of incident occurring in the future. Our law firm's privacy efforts and close relationship with our clients are paramount, and we are taking this matter very seriously.

**What Can You Do?** Although we are not aware of any instances of fraud or identity theft resulting from this incident, we are offering you a complimentary one-year membership to Experian IdentityWorks<sup>SM</sup> Credit 3B. This security product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. **For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your free complimentary one-year membership, please see the additional information provided in this letter.**

**Other Important Information:** We value the trust you place in us to protect your privacy, take our responsibility to safeguard your personal information seriously, and apologize for any inconvenience or concern this incident might cause. For further information and assistance, please call 1-800-535-5934 from 8:00 AM - 5:00 PM Eastern Time, Monday through Friday.

Sincerely,

The Law Offices of Joe Bornstein

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

### Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: June 24, 2021 (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code: «Credit\_Monitoring»**. PLEASE NOTE THAT THE ACTIVATION CODE IS CASE-SENSITIVE.

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number **B011236** as proof of eligibility for the identity restoration services by Experian.

### ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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.
- **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.

Activate your membership today at <https://www.experianidworks.com/3bcredit>  
or call 877-288-8057 to register with the activation code above.

**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. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

\* 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.

## Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring 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 should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may also wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**Credit Reports:** You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, 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 a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

### **Equifax**

1-866-349-5191

[www.equifax.com](http://www.equifax.com)

P.O. Box 740241

Atlanta, GA 30374

### **Experian**

1-888-397-3742

[www.experian.com](http://www.experian.com)

P.O. Box 2002

Allen, TX 75013

### **TransUnion**

1-800-888-4213

[www.transunion.com](http://www.transunion.com)

P.O. Box 2000

Chester, PA 19016

**Fraud Alerts:** You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at [www.annualcreditreport.com](http://www.annualcreditreport.com).

**Credit and Security Freezes:** You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

### **Equifax Security Freeze**

1-888-298-0045

[www.equifax.com](http://www.equifax.com)

P.O. Box 105788

Atlanta, GA 30348

### **Experian Security Freeze**

1-888-397-3742

[www.experian.com](http://www.experian.com)

P.O. Box 9554

Allen, TX 75013

### **TransUnion**

**Security Freeze**

1-888-909-8872

[www.transunion.com](http://www.transunion.com)

P.O. Box 160

Woodlyn, PA 19094

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting [https://files.consumerfinance.gov/f/documents/bcfc\\_consumer-rights-summary\\_2018-09.pdf](https://files.consumerfinance.gov/f/documents/bcfc_consumer-rights-summary_2018-09.pdf), or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

This notification was not delayed by law enforcement.

**New York State Residents:** New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

**North Carolina Residents:** North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; [www.ncdoj.gov](http://www.ncdoj.gov).

**Rhode Island Residents:** We believe that this incident affected (5) Rhode Island residents. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, [www.riag.ri.gov](http://www.riag.ri.gov). You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

**Vermont Residents:** If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).