



Baker&Hostetler LLP

11601 Wilshire Boulevard
Suite 1400
Los Angeles, CA 90025-0509

T 310.820.8800
F 310.820.8859
www.bakerlaw.com

November 3, 2023

VIA E-MAIL (DOJ-CPB@DOJ.NH.GOV)

Attorney General John Formella
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Formella:

We are writing on behalf of our client, Kelly Insurance & Investments, Inc., to notify your office of a security incident. Kelly Insurance & Investments, Inc. is a financial advisory firm located in Annapolis, Maryland.

On March 1, 2023, Kelly Insurance & Investments, Inc. detected unauthorized access to certain devices in its network that resulted in the encryption of one of its systems. Upon identifying the unauthorized access, Kelly Insurance & Investments, Inc. took steps to secure its network and launched an investigation.

The investigation was not able to determine the period of unauthorized access but, on May 31, 2023, the investigation determined an unauthorized person accessed files and folders that contained personal information including

. Kelly Insurance & Investments, Inc. then worked to identify the individuals whose information was accessed as a result of the incident, including ten (10) New Hampshire residents.

On November 2, 2023, Kelly Insurance & Investments, Inc. began mailing notification letters to the New Hampshire residents via U.S. mail in accordance with N.H. Rev. Stat. Ann. § 359-C:20.¹ A copy of the notification letter is enclosed. Kelly Insurance & Investments, Inc. is providing a telephone number for notified individuals to call with any questions they may have about the incident. Kelly Insurance & Investments, Inc. is offering notified individuals a

¹ This report is not, and does not constitute, a waiver of Kelly Insurance & Investments, Inc.'s objection that New Hampshire lacks personal jurisdiction over the company related to this matter.

November 3, 2023

Page 2

complimentary membership to credit monitoring and identity protection services.

To help prevent this type of incident from happening again, Kelly Insurance & Investments, Inc. has implemented additional measures to enhance its existing security protocols.

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

Sincerely,

M. Scott Koller
Partner

Enclosure



KELLY

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

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

November 2, 2023

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of an incident that potentially involved some of your information. This notice explains the incident, measures we have taken, and provides additional steps you may consider taking in response.

What Happened?

On March 1, 2023, Kelly Insurance & Investments, Inc. (“Kelly Insurance”) was alerted to a cybersecurity incident involving unauthorized access to one of our systems. Upon detection, we quickly took steps to secure our network and launch an investigation. On May 31, 2023, the investigation determined that certain files stored on the Kelly Insurance’s system was taken by an unauthorized party.

What Information Was Involved?

We reviewed the files that were taken and determined that the stolen data may include your

What We Are Doing.

Your confidence and trust are important to us, and we regret any inconvenience or concern this incident may cause. To further protect your information, we have implemented additional measures to enhance our existing security protocols. Additionally, we have arranged to provide identity monitoring at no cost to you through IDX, A ZeroFox Company. IDX identity protection services include: 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. For more information on identity theft prevention and the identity monitoring services offered, including instructions on how to activate your complimentary membership, please see the additional pages provided with this letter.

What You Can Do

It is always a good idea to remain vigilant by regularly reviewing your financial accounts and credit reports for any unauthorized activity. We also encourage you to enroll in IDX’s identity monitoring service. For more information on identity theft prevention and your complimentary services, as well as some additional steps you can take to protect your personal information, please see the additional pages enclosed with this letter.

For More Information

We regret this incident occurred and apologize for any inconvenience. If you have any questions, please call 1-888-7433-805, Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll in IDX's identity monitoring service is February 2, 2023.

Sincerely,

Mike Kelly
President, Kelly Insurance & Investments, Inc.

Hal Gilbert
Senior Privacy Officer, Triad Advisors



ENROLLMENT INSTRUCTIONS

1. Website and Enrollment. Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is February 2, 2023.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-888-7433-805 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

If you discover any suspicious items and have enrolled in IDX identity protection, notify IDX immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity over the next 12 to 24 months. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies 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 immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. 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. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

Experian Security Freeze, PO Box 9554, Allen, TX 75013, www.experian.com

TransUnion Security Freeze, PO Box 2000, Chester, PA 19016, www.transunion.com

Equifax Security Freeze, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Kelly Insurance & Investments, Inc. is located at 99 Cathedral Street, Annapolis, MD 21401, (410) 349-3806.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: This incident involves 1 individuals in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov