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September 16, 2020

Attorney General Gordon J. MacDonald  
Office of the New Hampshire Attorney General  
Attn: Data Breach Notification  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Breach**

To Whom It May Concern:

Our office represents The Long & Foster Companies, Inc. (“Long & Foster”) headquartered at 14501 George Carter Way, Chantilly, VA 20151. We are writing to provide you notice of an event that may impact the security of personal information relating to 9 New Hampshire residents. By providing this notice, Long & Foster does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction. Long & Foster’s investigation is ongoing and this notice will be supplemented with any material facts learned subsequent to its submission.

### **Background**

On August 22, 2020, Long & Foster determined it was the victim of a ransomware attack. Immediately upon detection of the ransomware, Long & Foster launched an investigation, with the assistance of leading cybersecurity experts and the FBI, to determine what happened and what information, if any, may have been accessed. As part of this investigation, it was determined that the cybercriminal(s) gained access to Long & Foster’s systems on August 22, 2020, and that personal information of certain Long & Foster employees and agents and their spouses, dependents, and/or beneficiaries was accessible to the cybercriminal(s) as a result.

For employees, the personal information included name, address, telephone number, date of birth, Social Security number, bank account information for direct deposit, and W-2 details. For agents, the personal information included name, address, bank account for commission deposits, and Form-1099 details. For spouses, dependents, and/or beneficiaries, this personal information

RECEIVED

SEP 21 2020

CONSUMED



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included name, date of birth, and Social Security number. We note that there is no confirmation that the personal information was actually accessed or acquired by the cybercriminal(s).

### **Notice to New Hampshire Residents**

Long & Foster began mailing written notice of this event to the 9 New Hampshire residents on September 15, 2020, in substantially the same form as the letter attached as *Exhibit A*.

### **Steps Taken By Long & Foster**

Even though there is no confirmation that the personal information was actually accessed or acquired, Long & Foster is offering those impacted by this event with two (2) years of complimentary credit monitoring and identity restoration services with NortonLifeLock, Inc., as well as additional information on how to protect against identity theft and fraud. Long & Foster is also reviewing its policies and procedures and has engaged cybersecurity experts to implement additional safeguards and security protections to better protect against a similar event in the future. In addition to providing this notice to your office, Long & Foster has provided notice of this event to certain other state regulators and the consumer reporting agencies as required.

### **Contact**

Should you have any questions regarding this notification of other aspects of this event, please contact me at (215) 299-2010 or [mmccreary@foxrothschild.com](mailto:mmccreary@foxrothschild.com).

Very truly yours,

Mark G. McCreary  
For Fox Rothschild LLP

MGMc/kr  
Enclosure

*Exhibit A*

# LONG & FOSTER COMPANIES

Mortgage | Settlement Services | Insurance  
Property Management | Vacation Rentals  
Relocation | Moving Services

1 1 87 \*\*\*\*\*SINGLP

John Doc  
123 Anystreet Dr  
Anytown, NY 12345



September 14, 2020

## Re: Notice of Data Breach

Dear John Doc:

The Long & Foster Companies, Inc. (“**Long & Foster**”) is writing to notify you of a recent incident that may impact the security of your personal information in the possession of Long & Foster or one of its following subsidiaries: Prosperity Home Mortgage, LLC; Fonville Morisey Companies; Long & Foster Insurance; Long & Foster Real Estate; RGS Title, LLC; Sage Title Group, LLC; Settlement Professionals, LLC; or Mid-States Title Insurance Agency, Inc.

While we have no indication at this time that your personal information was accessed by an unauthorized individual, we want to provide you with details on the incident and what you can do to better protect against the possibility of identity theft and fraud, if desired.

**What Happened?** On August 22, 2020, we determined that Long & Foster was the victim of a ransomware attack. Ransomware is used by cybercriminal(s) to block access to an entity’s environment, including its systems and data. Immediately upon detection of the incident, we launched an investigation, with the assistance of leading cybersecurity experts and the FBI, to determine what happened and what information, if any, may have been accessed. As part of the investigation, we determined the cybercriminal(s) had access to Long & Foster’s systems on August 22, 2020, and that your personal information may have been accessible to the cybercriminal(s) as a result.

### **What Information Was Involved?**

As part of our ongoing investigation, we determined that the following information about you may have been accessible to the cybercriminal(s): name, address, telephone number, date of birth, Social Security number, W-2 details (wage and withholding information), and bank account information for the account to which your paychecks are deposited.

**What Are We Doing?** We take this incident and the security of your information seriously. In addition to taking the steps detailed above and providing this notice to you, we are reviewing our policies and procedures and have engaged leading cybersecurity experts to implement additional safeguards and security protections to better protect against similar incidents in the future. Even though there is currently no indication that your personal information was accessed or viewed by the cybercriminal(s), we are offering you twenty-four (24) months of complimentary LifeLock Defender™ Choice identity protection, including credit monitoring and identity restoration services provided by NortonLifeLock, Inc. We are also notifying certain state regulators and consumer reporting agencies of this incident as required.



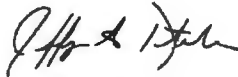
14501 George Carter Way, Chantilly, VA 20151

**What You Can Do.** You can review the enclosed *Steps You Can Take To Protect Your Information*, which contains instructions on how to enroll in the complimentary identity protection, as well as includes additional information on what you can do to better protect against the possibility of identity theft and fraud, if desired. While Long & Foster will cover the cost of the identity protection services, you will need to complete the enrollment process.

**For More Information.** We understand you may have questions that are not answered in this letter. To ensure your questions are answered in a timely manner, please contact our dedicated call center at (866) 870-9259, which is available twenty-four (24) hours a day and seven (7) days a week.

We sincerely regret any inconvenience or concern this event has caused you.

Sincerely,



Jeff Detwiler  
CEO and President  
The Long & Foster Companies

## STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

### Enroll In Identity Protection

To enroll in NortonLifeLock's LifeLock Defender™ Choice identity theft protection at no cost to you:

1. In your web browser, go directly to [www.LifeLock.com](http://www.LifeLock.com). Click on the yellow "START MEMBERSHIP" button (*do not attempt registration from a link presented by a search engine*).
2. You will be taken to another page where, below the FOUR protection plan boxes, you may enter the **Promo Code:** [REDACTED] and click the "APPLY" button.
3. On the next screen, enter your **Member ID:** [REDACTED] and click the "APPLY" button.
4. Your complimentary offer is presented. Click the red "START YOUR MEMBERSHIP" button.
5. Once enrollment is completed, you will receive a confirmation email (*be sure to follow ALL directions in this email*).

Alternatively, to activate your membership over the phone, please call: (866) 870-9259. **You will have until December 15<sup>th</sup>, 2020 to enroll in this service.**

Once you have completed the LifeLock enrollment process, the service will be in effect. Your LifeLock Defender™ Choice membership includes<sup>1</sup>:

- ✓ Primary Identity Alert System<sup>†</sup>
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring<sup>\*\*</sup>
- ✓ Norton™ Security Deluxe<sup>2</sup> (90 Day Free Subscription)
- ✓ Stolen Funds Reimbursement up to \$25,000<sup>†††</sup>
- ✓ Personal Expense Compensation up to \$25,000<sup>†††</sup>
- ✓ Coverage for Lawyers and Experts up to \$1 million<sup>†††</sup>
- ✓ U.S.-Based Identity Restoration Team
- ✓ One-Bureau Credit Monitoring<sup>1\*\*</sup>
- ✓ Annual One-Bureau Credit Report & Credit Score<sup>1\*\*</sup>

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

### Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity or errors. Under United States law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

**Fraud Alerts.** At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your

<sup>1</sup>If your plan includes credit reports, scores, and/or credit monitoring features ("Credit Features"), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment. No one can prevent all identity theft or cybercrime. <sup>†</sup> LifeLock does not monitor all transactions at all businesses. <sup>2</sup>Norton Security Online provides protection against viruses, spyware, malware, and other online threats for up to 5 PCs, Macs, Android devices. Norton account features not supported in this edition of Norton Security Online. As a result, some mobile features for Android are not available such as anti-theft and mobile contacts backup. iOS is not supported. <sup>\*\*</sup> These features are not enabled upon enrollment. Member must take action to get their protection <sup>†††</sup> Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Defender Choice. And up to \$1 million for coverage for lawyers and experts if needed, for all plans. Benefits provided by Master Policy issued by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: [LifeLock.com/legal](http://LifeLock.com/legal).



file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below:

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
(800) 525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
(888) 397-3742  
[www.experian.com](http://www.experian.com)

TransUnion  
P.O. Box 2000  
Chester, PA 19106  
(800) 680-7289  
[www.transunion.com](http://www.transunion.com)

**Security Freeze.** At no charge, you may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, you can use the following contact information:

Equifax  
P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services/credit-freeze/](http://www.equifax.com/personal/credit-report-services/credit-freeze/)

Experian  
P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/freeze](http://www.experian.com/freeze)

Transunion  
P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
[freeze.transunion.com](http://freeze.transunion.com)

#### **Additional Information**

You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be promptly reported to law enforcement, the Federal Trade Commission, and your state Attorney General. You have the right to file a police report if you ever experience identity theft or fraud. This notification was not delayed by law enforcement.

**For District of Columbia residents:** The Attorney General can be contacted at 400 6<sup>th</sup> Street NW, Washington, D.C. 20001; 202-727-3400; [oag.dc.gov](http://oag.dc.gov). **For Maryland residents:** The Attorney General can be contacted at: 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, Maryland 21202; 888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Long & Foster is located at 14501 George Carter Way, Chantilly, VA 20151. **For New Mexico residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you; the right to know what is in your credit file; the right to ask for your credit score; and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. You have additional rights under the Fair Credit Reporting Act not summarized here and we encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf). **For New York residents:** The Attorney General can be contacted at: Office of the Attorney General, The Capital, Albany, New York 12224; 1-800-771-7755; and [ag.ny.gov](http://ag.ny.gov). **For North Carolina residents:** The Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, North Carolina 27699; 877-566-7226; and [www.ncdoj.gov](http://www.ncdoj.gov). **For Rhode Island residents:** The Attorney General can be contacted at: 150 South Main Street, Providence, RI 02903; 401-274-4400; and [www.riag.ri.gov](http://www.riag.ri.gov). A total of 6 Rhode Island residents may be impacted by this incident.