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CONSUMER PROTECTION

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March 4, 2021

**VIA OVERNIGHT MAIL**

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

*Re: Incident Notification*

Dear Sir or Madam:

We are writing on behalf of our client, Los Angeles Philharmonic Association to notify you of a data security incident involving one New Hampshire resident on behalf of our client. Los Angeles Philharmonic Association is an orchestra out of Los Angeles, California.

Los Angeles Philharmonic Association recently completed an investigation into suspicious activity originating from one employee's email account on December 16, 2020. Upon learning of the incident, Los Angeles Philharmonic Association immediately took measures to secure the email accounts, contacted law enforcement, and launched an internal investigation. A cybersecurity firm was engaged to assist in a full forensic analysis of this incident. The investigation determined that an unauthorized person accessed the employee's email account at various times between December 3, 2020 and December 16, 2020.

The investigation was unable to determine, what messages, if any, were accessed. In an abundance of caution, Los Angeles Philharmonic Association reviewed the emails in the accounts to identify individuals whose information may have been accessible to the unauthorized person. On February 1, 2021, Los Angeles Philharmonic Association determined that information stored in the email accounts contained the name and Social Security number belonging to one resident of New Hampshire.

On March 4, 2021, in accordance with N.H. Rev. Stat. Ann. § 359-C:20, Los Angeles Philharmonic Association will mail a notification letter via First Class U.S. mail to the New

March 4, 2021

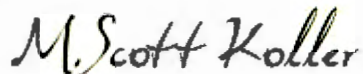
Page 2

Hampshire resident.<sup>1</sup> A sample copy of the notification letter is enclosed. To help monitor for any potential misuse of personal information, Los Angeles Philharmonic Association is offering a complimentary one-year membership in credit monitoring and identity theft protection services through Experian to the affected New Hampshire resident. Los Angeles Philharmonic Association has also established a dedicated phone number that individuals may call with related questions.

To reduce the risk of a similar incident occurring in the future, Los Angeles Philharmonic Association has taken additional steps to enhance the existing electronic security protocols and is re-educating staff for awareness on these types of incidents.

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

Sincerely,

A handwritten signature in black ink that reads "M. Scott Koller". The signature is written in a cursive, slightly slanted style.

M. Scott Koller  
Partner

Enclosure

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<sup>1</sup> This notice is not, and does not constitute, a waiver of Los Angeles Philharmonic Association's objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this data security incident.



Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<Mail ID>>  
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<<City>><<State>><<Zip>>  
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<<Date>>

**Notice of Data Breach**

Dear <<Name 1>>:

At the Los Angeles Philharmonic Association, we understand the importance of securing and protecting the personal information we maintain. I am writing to inform you of an incident that may have involved some of your personal information. This notice explains the incident, measures we have taken, and some steps you can take in response.

**What Happened**

We recently completed an investigation into suspicious activity originating from one employee’s email account on December 16, 2020. As soon as we became aware of the suspicious activity, we immediately took measures to secure the email account, contacted law enforcement, and launched an internal investigation. A cybersecurity firm was engaged to assist in a full forensic analysis of this incident. The investigation determined that an unauthorized person accessed the employee’s email account at various times between December 3, 2020 and December 16, 2020.

**What Information was Involved**

Our investigation was unable to determine what messages, if any, were accessed. Therefore, we performed a comprehensive review of the mailboxes, and on February 1, 2021, determined that information stored in the email accounts may have contained your name, address, date of birth, passport number, and Social Security number.

**What You Can Do**

Though we have no indication that your information has been misused, we are notifying you out of an abundance of caution and offering you a complimentary membership of Experian’s® IdentityWorks. For more information on IdentityWorks, including instructions on how to activate your complimentary membership, the contact number for 877.288.8057 customer support, as well as some additional steps you can take to protect your information, please see the pages that follow this letter.

**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 personal information, we have taken additional steps to enhance our existing electronic security protocols and re-educate our staff for awareness on these types of incidents.



Los Angeles Philharmonic Association  
151 South Grand Avenue Los Angeles, CA 90012-3034 / T: 323 850 2000

**Chad Smith**  
Chief Executive Officer / David C. Bohnett Chief Executive Officer Chair  
**Gali Samuel**  
President, Hollywood Bowl / Chief Operating Officer  
**Thomas L. Beckmen**  
Board Chair

**For More Information**

We sincerely apologize that this incident occurred and for any inconvenience this may cause you. If you have any questions about this incident, please call 866-328-1997, Monday through Friday, from 6 am to 6 pm Pacific Time.

Sincerely,



**Chad Smith**  
Chief Executive Officer

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Board Chair

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

1. ENROLL by: 5/16/2021 (Your code will not work after this date.)
2. VISIT the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
2. PROVIDE the Activation Code: <<Activation Code>>

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 <<Engagement Number>> as proof of eligibility for the identity restoration services by Experian.

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™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** 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.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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Chief Executive Officer David C. Bohnett (Chief Executive Officer Chair)  
Gail Samuel  
President, Hollywood Bowl / Chief Operating Officer  
Thomas L. Beckmen  
Board Chair

## ADDITIONAL STEPS YOU CAN TAKE

Regardless of whether you choose to take advantage of this complimentary credit monitoring, 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. 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](http://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](http://www.equifax.com), 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://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](http://www.ftc.gov/idtheft)

If your health insurance or medical information was involved, it is also advisable to review the billing statements you receive from your health insurer or healthcare provider. If you see charges for services you did not receive, please contact the insurer or provider immediately.

If your username and password to an online account was involved, it is also advisable to change your password to the account as well as any other accounts that use the same or a similar password.

### 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](http://www.experian.com)
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com)
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)

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Los Angeles Philharmonic Association  
151 South Grand Avenue Los Angeles, CA 90012-13034 T: 323 850 2000

**Cliff Smith**  
Chief Executive Officer David C. Bohnett Chief Executive Officer Chair

**Gail Samuel**  
President, Hollywood Bowl - Chief Operating Officer

**Thomas L. Becknen**  
Board Chair

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.

**District of Columbia:** You may contact and obtain information from your attorney general at: Office of the Attorney General for the District of Columbia, 441 4th Street NW, Washington, DC 20001, 1-202-727-3400, [www.oag.dc.gov](http://www.oag.dc.gov). You may also contact us at 151 S. Grand Ave, Los Angeles, CA 90012, 323-850-2000.

**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](http://www.oag.state.md.us). You may also contact us at 151 S. Grand Ave, Los Angeles, CA 90012, 323-850-2000.

**New York:** You 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>. You may also contact us at 151 S. Grand Ave, Los Angeles, CA 90012, 323-850-2000.

**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](http://www.ncdoj.gov).

**Rhode Island Residents:** This incident involves 3 Rhode Island residents. 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](http://www.riag.ri.gov)

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