

2017 FEB 21 PM 1:36



February 14, 2017

Attorney General Joseph Foster
NH Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster,

Pursuant to N.H. Rev. Stat. § 359-C:20, we are writing to notify you of a possible breach of security involving 3 New Hampshire residents.

On February 7, 2017, an employee of MAM Software, Inc. ("MAM") received a targeted fraudulent email requesting copies of W-2 forms for certain current and former personnel of MAM. The employee responded with PDF attachments of W-2s of approximately 81 individuals, of which 3 are residents of New Hampshire. The following personal information was involved in the incident: names, addresses, wages, and social security numbers.

The 3 affected New Hampshire residents will be sent a notice shortly pursuant to N.H. Rev. Stat. § 359-C:20 via U.S. mail. A copy of the notice that will be sent to such individuals is included with this letter.

We have contacted local police and the Federal Bureau of Investigation to inform them of the incident. We are also offering all those that may have been affected complimentary identity theft protection. In addition, we have revisited our internal processes and are in the process of reinforcing our personal information security practices and training for those at the company with access to employee-related personally identifiable information to prevent such incidents in the future.

For more information, please contact Joshua Ritzen, Human Resources Manager, at 484-860-3370 or jritzen@mamsoftware.com.

Sincerely,

Joshua A Ritzen
Human Resources Manager



February 14, 2017

MAM Software, Inc.

Dear Employees,

We are contacting you to let you know that MAM Software, Inc. ("MAM") has fallen victim to an email phishing scam. This scam resulted in one of our employees unknowingly releasing your personal information to someone outside the company on February 7, 2017. Specifically this stolen information contained copies of your 2016 W-2 form, which includes your name, home address and social security number.

We feel it is important to be vigilant in protecting your personal information and we are committed to providing you with tools to protect yourself from the possibility of identity theft. Therefore, we are offering you a complimentary 12-month identity theft protection service as described below:

COMPLIMENTARY SERVICE OFFER: At the expense of MAM, we would like to offer you a free one-year membership of Experian's "ProtectMyID" Elite. 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 ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: **February 24, 2018** (your code will not work after this date).
2. VISIT the ProtectMyID Web Site to enroll: <http://www.protectmyid.com/enroll>
3. PROVIDE Your Activation Code: Call Joshua Ritzen 484-860-3370 or email jritzen@mamsoftware.com

If you have questions with respect to ProtectMyID or need an alternative to enrolling online, please call 877-441-6943 and provide engagement #: PC106572.

ADDITIONAL DETAILS REGARDING YOUR 24 MONTH PROTECTMYID MEMBERSHIP

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily 3 Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax®, and TransUnion® credit reports.

- **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
- **Change of Address:** Alerts of any changes in your mailing address.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*¹:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 877-441-6943.

If you choose, you can also contact any of the three credit bureaus and request a credit freeze or fraud alert. It costs \$5.00 every time a temporarily lift is requested and \$5.00 to remove the freeze. To request a credit freeze you must write to all three credit bureaus and provide the following information:

- Full name, address, social security number and date of birth
- Addresses where you have lived in the past five years
- Proof of current address such as a current utility bill or phone bill
- Photocopy of a government issued identification card
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft
- If you are not a victim include payment by check, money order or credit card.

Equifax[®]
 P.O. Box 740256
 Atlanta, GA 30374
 1-800-685-1111

Experian[®]
 P.O. Box 8556
 Allen, TX 75013
 1-888-397-3742

TransUnion[®]
 Fraud Victim Assistance Dept.
 P.O. Box 6790
 Fullerton, CA 92834
 1-800-680-7289

Please note, if you plan on signing up for the complimentary service outlined above we recommend that you don't place a fraud alert or credit freeze until after enrollment because it can delay the receipt of your membership materials.

¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of 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.

We recommend that you also take these additional precautions:

- Remain vigilant by reviewing account statements and credit reports and report any suspicious activity to your financial institution immediately.
- Place password protection on all your accounts.
- Contact the Federal Trade Commission at 1-877-ID-THEFT, the Internal Revenue Service at 800-908-4490 and local law enforcement, who can provide additional information on preventing identity theft. The Federal Trade Commission also maintains an identity theft prevention related website at: <https://www.consumer.ftc.gov/topics/identity-theft>.

We have notified local police, the FBI and the IRS about this cybercrime incident and we are fully cooperating with their investigation. In addition, we have revisited our internal processes and are in the process of reinforcing our personal information security practices and re-training for those at the company with access to employee-related personally identifiable information.

We sincerely apologize for this incident, regret any inconvenience it may cause you, and encourage you to take advantage of the identity theft protection services being paid for by MAM.

For more information, please contact Joshua Ritzen, Human Resources Manager, at 484-860-3370 or jritzen@mamsoftware.com.

Sincerely,

Joshua A Ritzen

Human Resources Manager