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August 1, 2019

**VIA E-MAIL**

Attorney General Gordon J. MacDonald  
Consumer Protection Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
E-mail: [attorneygeneral@doj.nh.gov](mailto:attorneygeneral@doj.nh.gov)

Re: Notification of Data Security Incident

Dear Attorney General MacDonald:

We represent Mansfield Energy Corp. ("Mansfield") regarding a recent data security incident described in greater detail below. Mansfield takes the protection of sensitive information very seriously and is taking steps to prevent similar incidents from occurring in the future.

**1. Nature of the security incident.**

On May 1, 2019, Mansfield learned that an employee's e-mail account, which contained personal information, may have been accessed without authorization. Mansfield engaged a document review vendor to search the contents of the account to identify individuals whose personal information was contained in it. On June 12, 2019, Mansfield learned that the name, address, and Social Security number of one (1) New Hampshire resident may have been potentially exposed.

**2. Number of New Hampshire residents affected.**

Mansfield notified the one (1) New Hampshire resident of this data security incident via first class U.S. mail on July 31, 2019. In addition, a sample copy of the notification letter sent to each individual is included with this letter.

### **3. Steps taken relating to the incident.**

Mansfield has taken steps in response to this incident to prevent similar incidents from occurring in the future. Those steps include working with leading cybersecurity experts to enhance the security of its digital environment. Mansfield also notified the FBI and will provide whatever cooperation is necessary to hold the perpetrators accountable. Mansfield is also providing twelve (12) months of complimentary credit monitoring and identity restoration services to each letter recipient through Kroll, a global leader in risk mitigation and response. Those services include Credit Monitoring, Web Watcher, Fraud Consultation, and Identity Theft Restoration at no cost to the letter recipients.

### **4. Contact information.**

Mansfield remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at (971) 712-2795, or via e-mail at [Sean.Hoar@lewisbrisbois.com](mailto:Sean.Hoar@lewisbrisbois.com).

Respectfully,



Sean B. Hoar of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

SBH:arb

Encl.: Consumer Notification Letter



<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip>>

Subject: Notification of Data Security Incident

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

We are writing to inform you of a data security incident that may have involved some of your personal information. Mansfield Energy Corp. (“Mansfield”) takes the privacy and security of your information very seriously. This is why we are contacting you, offering you complimentary identity monitoring services, and informing you about steps that can be taken to help protect your personal information.

**What Happened?** On May 1, 2019, we learned that a Mansfield employee’s e-mail account, which contained personal information, may have been accessed without authorization. We engaged a document review vendor to search the contents of that email account to identify the individuals whose personal information may have been contained in it. On June 12, 2019, we learned that some of your personal information was contained within the account. While we are not aware of the misuse of any information as a result of this incident, we are sending you this letter to inform you of the incident and to share steps you can take to help protect your information, including enrolling in complimentary identity monitoring services.

**What Information Was Involved?** Based on our investigation, the information may include your <<ClientDef1(name, address [, / and ][impacted data] )>>.

**What Are We Doing?** As soon as we discovered the incident, we took the steps discussed above. In addition, we have taken affirmative steps to minimize the likelihood of a similar incident occurring in the future. This includes working with leading cybersecurity experts to enhance the security of our digital environment. We also notified the FBI, and will provide whatever cooperation is necessary to hold the perpetrators accountable. We are also providing you with information about steps that you can take to help protect your personal information. As an added precaution, we are offering you complimentary identity monitoring services through Kroll for twelve months. Kroll is a global leader in risk mitigation and response, and its team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Web Watcher, Fraud Consultation, and Identity Theft Restoration.

**What You Can Do.** You can follow the recommendations on the following page to help protect your personal information. Also, while we do not believe anyone’s information has been misused as a result of this incident, as a precautionary measure to safeguard your information, we encourage you to contact Kroll and activate the free identity monitoring services.

Visit <<IDMonitoringURL>> to activate and take advantage of your identity monitoring services.

You have until <<Date>> to activate your identity monitoring services.

Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-???-???-?????. Additional information describing your services is included with this letter.

**For More Information:** We remain committed to protecting your personal information and apologize for any worry or inconvenience this may cause you. If you have any questions, please contact our dedicated call center at 1-???-???-???, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

Sincerely,

A handwritten signature in black ink, appearing to read "Blake Young". The signature is fluid and cursive, with the first name "Blake" being more prominent than the last name "Young".

Blake Young  
President | Mansfield Energy Corp.

## STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant and review your account statements and 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 incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (the "FTC").

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 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 also contact one of the following three national credit reporting agencies:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>	<b>Free Annual Report</b>
P.O. Box 105851	P.O. Box 9532	P.O. Box 1000	P.O. Box 105281
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016	Atlanta, GA 30348
1-800-525-6285	1-888-397-3742	1-877-322-8228	1-877-322-8228
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>	<a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a>

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Residents of North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below:

<b>Federal Trade Commission</b>	<b>North Carolina Attorney General</b>
600 Pennsylvania Ave, NW	9001 Mail Service Center
Washington, DC 20580	Raleigh, NC 27699
<a href="http://consumer.ftc.gov">consumer.ftc.gov</a> , and	<a href="http://ncdoj.gov">ncdoj.gov</a>
<a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a>	1-877-566-7226
1-877-438-4338	

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include knowing what is in your file; disputing incomplete or inaccurate information; and requiring consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

**Personal Information of a Minor:** You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>.

## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services<sup>1</sup> from Kroll:

### Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

### Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

### Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

<sup>1</sup> Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.