



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, MassDOT Secretary & CEO



June 14, 2019

RECEIVED

JUN 17 2019

CONSUMER PROTECTION

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

Re: Notification Pursuant to N.H. Rev. Stat. §§ 359-C:19– C:21

Dear Office of the New Hampshire Attorney General:

The Massachusetts Department of Transportation's Registry of Motor Vehicles ("MassDOT") is writing to inform you of a recent incident involving 152 New Hampshire residents where one of our vendors inadvertently disclosed certain MassDOT customer information to the incorrect customer. It is important to note that we are not aware of any misuse of this information and believe any misuse is unlikely. Enclosed is a sample copy of the notices that were provided to the affected customers between May 28, 2019 and June 13, 2019.

Specifically, on April 11, 2019 MassDOT's vendor, Fast Enterprises, LLC ("Fast"), located at 800 Park Boulevard, Suite 720, Boise, ID 83712, was performing architecture upgrades to MassDOT's RMV online web service. On April 17, 2019, Fast learned that emails had been sent to customers which contained an attachment with information unrelated to that customer. The attachments contained individual names and state assigned (S/SA) professional license numbers that did not belong to the New Hampshire customer receiving the attachment. Social Security Numbers and financial information were not disclosed.

MassDOT and Fast immediately commenced an investigation, and closed the system down to prevent any additional emails from being sent out until the fix could be made, tested and implemented. It was determined that a piece of Fast core code needed an adjustment. Fast completed the repairs, testing and verification on April 17, 2019, and has taken steps to ensure that there is additional verification of all attachments, including running database traces to ensure the attachments are being sourced from the correct table.

MassDOT is offering all affected individuals with active professional license numbers the option to obtain a free replacement professional license with a new state assigned (SA) number. Individuals with inactive professional license numbers may place a hold on their RMV account and change their state assigned (SA) number if the individual renews his or her Massachusetts professional inspector license in the future.

MassDOT considers the protection and security of all personal information one of its highest priorities and regrets any inconvenience this may have caused the affected customers. If you have questions or require additional information, please contact me at 857-368-8764.

Ten Park Plaza, Suite 4160, Boston, MA 02116
Tel: 857-368-4636, TTY: 857-368-0655
www.mass.gov/massdot

Sincerely,

Eileen M. Fenton
Managing Counsel, MassDOT / MBTA



Replacement Professional License

Date: [mm/dd/yyyy]
[Customer Name]
[Customer Address]

Customer ID: [#]

Dear [First Last]:



Why did you receive this correspondence?

We value and respect the privacy of your information, which is why the Massachusetts Department of Transportation's Registry of Motor Vehicles ("MassDOT") is writing to you today. We want to inform you of a recent incident where one of our vendors inadvertently disclosed certain of your information. It is important to note that we are not aware of any misuse of your information and believe any misuse is unlikely. However, we wanted to notify you of the incident out of an abundance of caution.

Specifically, our vendor inadvertently disclosed your name and state assigned (S/SA) professional license number to an incorrect customer when performing an upgrade to MassDOT's online web service on April 11, 2019. Please note that your Social Security Number and financial information were not disclosed. MassDOT learned of this on April 17, 2019 and immediately commenced an investigation, which included closing access to the online web service until the issue was resolved.



What do you need to do?

If you would like to obtain a free replacement professional license with a new state assigned (SA) number, please call the RMV's new replacement support line at 857-368-8090. This number is dedicated specifically to those affected by this issue, and will be staffed from 9 a.m. – 5 p.m. Monday through Friday. You may also leave a voice mail during non-business hours. This special number is available through Friday, June 7, 2019. For further information on ways you can protect your information, please review the attachment to this letter (Steps You Can Take to Further Protect Your Information).

MassDOT considers the protection and security of your personal information one of its highest priorities and regrets any inconvenience that this incident may have caused you.



Are you responsible for any fees?

You are not responsible for any fees related to a free replacement professional license with a new state assigned (SA) number.



What if you have questions?

If you have any questions, please contact RMV's new replacement support line at 857-368-8090.

Sincerely,

The Massachusetts Registry of Motor Vehicles



Steps You Can Take to Further Protect Your Information

Review Your Account Statements & Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant for incidents of fraud and identity theft by reviewing 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 also should 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 (FTC). To file a report with the FTC, go to www.identitytheft.gov, call 1-877-ID-THEFT (877-438-4338), or write to the FTC Bureau of Consumer Protection, 600 Pennsylvania Ave., NW, Washington, DC 20580. Reports filed with the FTC will be added to the FTC's Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies. You may wish to review the tips provided by the FTC on how to avoid identity theft. A copy of Taking Charge: What to Do if Your Identity is Stolen, a comprehensive guide from the FTC to help you guard against and deal with identity theft, can be found on the FTC's website at www.ftc.gov/bcp/edu/microsites/idtheft/.

Copy of Credit Report

You may obtain a free copy of your credit report from each of the three (3) national credit reporting agencies once every twelve (12) months by visiting 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 print a copy of the request form at www.annualcreditreport.com. Or you can elect to purchase a copy of your credit report by contacting any of the national credit reporting agencies. Contact information for the three (3) national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is provided below:

Equifax	Experian	TransUnion
(866) 349-5191	(888) 397-3742	(800) 680-7289
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 740241	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19016

Fraud Alert

We recommend that you place a "Fraud Alert" on your credit file. Fraud Alert messages notify potential credit grantors to verify your identification before extending credit in your name in case someone is using your information without your consent. A Fraud Alert can make it more difficult for someone to get credit in your name; however, please be aware that it also may delay your ability to obtain credit. Call only one (1) of the above listed credit reporting agencies to place your Fraud Alert. As soon as that credit reporting agency confirms your Fraud Alert, they will also forward your alert request to the other two (2) credit reporting agencies so you do not need to contact each of them separately.

Security Freeze



You may also place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware 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. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the three (3) major consumer reporting agencies listed above. To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, the addresses where you have lived over the prior five (5) years;



5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. Social Security Card, pay stub, or W2;
8. 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.

The credit reporting agencies have up to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and Social Security Number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online or by telephone) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and Social Security Number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online or by telephone) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.