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JAN 27 2020

W. DREW SORRELL

CONSUMER PROTECTION

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 MERITAS LAW FIRMS WORLDWIDE

January 24, 2020

Via Federal Express

Consumer Protection Bureau
Office of Attorney General
State of New Hampshire
33 Capitol Street
Concord, New Hampshire 03301

Notice of Data Breach

Number of Affected New Hampshire Citizens: 4
Date of Citizen Breach Discovery: December 18, 2019
Date of Initial Breach Discovery: December 6, 2019
Date of Notice to New Hampshire Citizens: Mailing on January 24, 2020
Length of Credit Monitoring Offered: 1 year
Type of Credit Monitoring Offered: Three Bureau Credit Monitoring with identity theft restoration services

Dear Sir or Madam:

Pursuant to New Hampshire Revised Statute § 359-C:20, this letter notifies your office of a breach affecting four (4) New Hampshire residents. Notice has been provided to these residents as well as free credit monitoring.

The affected company is Massey Services, Inc. (“Massey”), a Florida corporation with its principal place of business located at 315 Groveland Street, Orlando, Florida 32804. For its business, Massey provides residential and commercial pest prevention, termite protection, lawn care, landscape and irrigation services.



Massey was the victim of criminal hacking that resulted in penetration of its computer systems. The penetration included two (2) logical hard drives containing team member, former team member, dependent and/or beneficiary information.

Massey does not know that any affected individual has suffered actual harm, but has notified the individuals (including the New Hampshire residents) and provided free credit monitoring.

Nature of the Security Breach

On Friday, December 6th, Massey determined that their computer system had been affected by ransomware. The breach was discovered as a result of system error messages. When Massey identified the problem early Friday morning, Massey immediately took all systems offline and began a forensic analysis. On December 18, 2019, through continuing forensic analysis of the malware-affected systems, Massey determined that two (2) of its internal hard drives (logical drives) that contain some human resources-related information were penetrated. Massey determined that the drives were accessed and the information compiled for export. On approximately December 21st or 22nd (Saturday and Sunday), Massey came to believe that information may have actually been exported regarding its team members, former team members, their dependents and/or beneficiaries. Among other things, the accessed and compiled information includes names, addresses, social security information, driver license information and salary information.

Number of New Hampshire Residents Affected

As stated above, it is currently believed that four (4) New Hampshire residents were affected by the breach. Massey is still working with retained cyber forensic experts to determine the full extent of the breach. Massey will continue to determine if any other New Hampshire residents were affected, and, if so, notify any additional affected residents.

Steps Taken Relating to the Incident

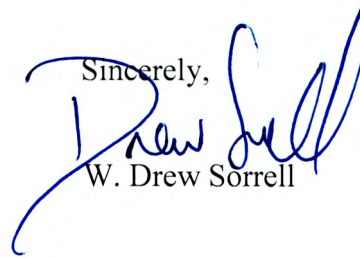
Upon learning that a breach occurred, Massey immediately launched a forensic investigation. Massey will provide additional information as required as it moves forward through this process. However, in the interim, Massey is in the process of cleaning and rebuilding its systems and software.

On January 6, 2020, Massey began to notify individuals by sending an internal memorandum to current team members regarding the breach. Formal notices were prepared and all affected New Hampshire residents were provided with the statutorily required notice on January 24th.

Massey is providing one year of credit monitoring service for all three major credit reporting agencies through TransUnion® to any New Hampshire resident who has been affected by the breach. Such credit monitoring includes identity theft restoration services.

Massey is diligently working to rectify the breach, and will work with your office as requested to resolve the matter as quickly as possible. In the meantime, your office may contact me at 407-418-6281 if you have any additional questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Drew Sorrell". The signature is stylized with a large initial "D" and a long, sweeping underline that extends to the left.

W. Drew Sorrell



PO BOX 44
MINNEAPOLIS MN 55440-0044



UAA <<SequenceNo>>

<<Name1>>
<<Name2>>
<<Name3>>
<<Name4>>
<<Address1>>
<<Address2>>
<<City>> <<State>> <<Zip10>>
<<CountryName>>

<<Mail Date>>

To All Team Members and Individuals who may be Affected:

IMPORTANT NOTICE

GENERAL DESCRIPTION AND SUMMARY OF INFORMATION INVOLVED

On Friday, December 6th, we determined that our computer system had been hacked whereby someone gained illegal access to our network and system. We immediately took all systems offline to protect our team members and customers and began a forensic analysis. From everything we currently know, there is no evidence that customer financial information or your personal information in UltiPro (our HR software) have been compromised.

On December 18th, during the forensic analysis, we determined that some of our files (current and archived), which were located on the G: and H: Drives, had been accessed. These files, many used by Human Resources and Payroll for necessary reports, included team member information (such as social security, driver license information and salary information).

WHAT WE ARE DOING

We are currently cleaning and rebuilding our systems and software. We are continuing our computer forensic examination and investigation.

As a safeguard for you, we have arranged for you to enroll, *at no cost to you*, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. We request that you activate this service as soon as possible and be vigilant regarding your personal financial information and its use.

HOW TO SIGN UP FOR YOUR CREDIT MONITORING SERVICE

- To enroll in this service, go to *myTrueIdentity* website at www.mytrueidentity.com
- In the space referenced as "Enter Activation Code," enter the following 12-letter Activation Code <<Code>> and follow the three steps to receive your credit monitoring service online within minutes.

For any questions, please call the *myTrueIdentity* Customer Service team toll-free hotline at 1-844-787-4607.

You can sign up for the online credit monitoring service anytime between now and April 30, 2020. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion®, Experian®, and Equifax®, or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily monitoring service will notify you if there are any critical changes to your credit files at TransUnion®, Experian®, and Equifax®. The service also includes access to an identity restoration program that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

If you believe you may be a victim of identity theft, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the following 6-digit telephone pass code 698536 to speak to a TransUnion® representative about your identity theft issue.

Special note for minors affected by this incident: The same services referenced in this notice may not be available to minors. As an alternative, if you are a parent or legal guardian, you can check to see if your child may be a victim of identity theft by using TransUnion's secure online Child Identity Theft Inquiry form at www.transunion.com/childidentitytheft to submit your information. TransUnion will then investigate the existence of a potential credit file with your child's Social Security Number. After the search is complete, TransUnion will respond to you at the email address you provide. If they locate a file in your child's name, they will ask you for additional information in order to proceed with steps to protect your child from any impact associated with this fraudulent activity. The more promptly you respond to this request, the more quickly TransUnion can take action on your family's behalf.

If you have any problems activating this service or any questions or concerns, please contact Massey Services' Human Resources Department at 407-645-2500.

FOR YOUR INFORMATION

The following are three additional steps you can take:

Fraud Alert

Whether or not you enroll in credit monitoring, a free “Fraud Alert” on your credit file is recommended. Fraud Alert messages notify potential creditors that they should 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 of the following three nationwide credit reporting companies to place your Fraud Alert: TransUnion®, Equifax® or Experian®.
- As soon as the credit reporting company confirms your Fraud Alert, they will also forward your alert request to the other two nationwide credit reporting companies.
- The contact information for the three nationwide credit reporting companies is:

Equifax®	TransUnion®	Experian®
PO Box 740256 Atlanta GA 30374 www.equifax.com 1-800-525-6285	PO Box 2000 Chester, PA 19016 www.transunion.com/fraud 1-800-680-7289	PO Box 9554 Allen, TX 75013 www.experian.com/fraud 1-888-397-3742

Free Credit Report Information

Under federal law, you are also entitled to one free credit report once every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or make a request online at www.annualcreditreport.com.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report.

- Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts.
- You also should file a complaint with the FTC at www.identitytheft.gov or at 1-877-ID-THEFT (1-877-438-4338). Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.
- Also visit the FTC’s website at www.ftc.gov/idtheft to review their free identity theft resources such as their comprehensive step-by-step guide “Identity Theft – A Recovery Plan.”

Security Freeze Information

You can request a free Security Freeze (also known as a “Credit Freeze”) on your credit file by contacting each of the three nationwide credit reporting companies via the channels outlined below. When a credit freeze is added to your credit report, third parties, such as credit lenders or other companies, whose use is not exempt under law will not be able to access your credit report without your consent. A credit freeze 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. To contact:

Equifax® Security Freeze	TransUnion® Security Freeze	Experian® Security Freeze
PO Box 105788 Atlanta GA 30348 www.equifax.com 1-888-298-0045	PO Box 2000 Chester, PA 19016 www.transunion.com/freeze 1-888-909-8872	PO Box 9554 Allen, TX 75013 www.experian.com/freeze 1-888-397-3742