



Date: September 8, 2016

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

STATE OF NH
DEPT OF JUSTICE
2016 SEP 12 PM 1:29

Re: Security Breach Notification

Dear Attorney General Foster:

Pursuant to N.H. Rev. Stat. § 359-C:20, I am writing to you on behalf of Masy Systems, Inc., also using the trade name Masy BioServices (“Masy”) to notify you of an incident involving the potential acquisition of certain personal information involving twenty-one (21) New Hampshire residents.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS AND NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

On September 2, 2016, Masy learned that employee wage and tax information was inadvertently compromised as a result of an email phishing scheme. Masy immediately investigated this incident and determined that, on August 5, 2016, a Masy employee received a “spoofed” email requesting distribution of all employees’ W-2 information. The sender of the email has not yet been identified but Masy has learned that the Internal Revenue Service (IRS) has reported a recent increase in similar incidents, where a hacker impersonates an authorized person in an attempt to obtain W-2 and other similar employee information.

It has been determined that Masy was a target of this type of hacking incident and employee personal information was compromised as a result. In total, 145 employees’ W-2s were inadvertently compromised, including the personal information (as that term is defined in N.H. Rev. Stat. § 359-C:19) of 21 New Hampshire residents. The employee information accessed includes full name, address, wage information, Social Security Number, and the amount of taxes withheld.

Based on its investigation to date, Masy believes that unauthorized third parties may have already used this information to impersonate employees in an attempt to access the IRS database. We have been informed by more than one employee that in mid-August, these employees received a letter from the IRS asking the individual to confirm that the individual requested reports and other information maintained about the employee by the IRS. The IRS has already identified this type of request for information as something hackers use to confirm stolen credentials, and therefore the IRS attempts to confirm the accuracy of this type of request before fulfilling it. The fact that more than one Masy employee has received a letter of this type, we believe suggests that the employee information that was fraudulently obtained has been accessed and acquired by an unauthorized third party.

STEPS MASY HAS TAKEN OR PLANS TO TAKE RELATING TO THIS INCIDENT

Masy is sending each affected New Hampshire resident a written notification that comports with the requirements of N.H. Rev. Stat. § 359-C:20 on September 9, 2016. The notification includes information that will enable the individual to contact each of the three principal credit reporting agencies, as well as necessary information on security freezes and obtaining police reports.

We have contacted the IRS regarding this incident and an IRS representative came to the Masy offices on Wednesday, September 7, 2016, to meet with employees to discuss the situation. We are offering all



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employees free credit monitoring service for a year. We are also retraining our staff and reviewing our internal practices to prevent an incident like this from occurring in the future.

CONTACT INFORMATION

If you wish to speak to someone at Masy about this letter, please contact me at (978) 433-6279 x1001.

Sincerely,

A handwritten signature in black ink that reads "Laurie Masiello".

Laurie Masiello
President and Chief Executive Officer
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