

DEBRA L. HARRIS
DIRECTOR, CORPORATE COMPLIANCE & SECURITY SOLUTIONS

March 24, 2020

Notice of Data Breach

Dear Attorney General MacDonald:

Please accept this letter as notice of a data security incident that may have exposed the personal information of residents of New Hampshire. We believe that data related to 2 persons in your state was affected. This notice is being sent pursuant to N.H. Rev. Stat. Ann § 359-C:20.

On March 13, 2020, Matrix's Information Technology (IT) team was alerted to the possibility that the email account of our primary payroll person may have been compromised. Matrix IT began an investigation and determined on March 18, 2020, that a single email account had been compromised from March 6, 2020 thru March 13, 2020. Matrix immediately responded by disabling the unauthorized access, re-setting the password, and suspending the compromised email account.

Information involved may include Matrix employee name, employee address, Social Security numbers, dates of birth, and financial information, such as bank accounts and routing numbers.

Matrix is continuing to investigate and engage technical assistance as appropriate to assist in understanding the technical aspects of the incident. All Matrix employees are receiving additional training to help prevent future incidents like this from occurring.

Matrix is in the process of notifying the affected individuals and has secured the services of InfoArmor to provide identity monitoring at no cost to those individuals. For current employees, identity monitoring is an ongoing benefit. For former employees the service will be provided for two years. InfoArmor's PrivacyArmor monitoring platform has extensive experience helping people who have sustained an unintentional exposure of confidential data. The PrivacyArmor services include credit monitoring, a dark web watcher, identity theft protection, and a \$1 million identity theft insurance policy to cover identity theft related expenses.

If you have any questions in relation to this report, please do not hesitate to contact me.

Respectfully,



Debra Harris, Esq.

March 20, 2020

We spend a lot of time thinking about and preparing for challenges to our data security, as cybercrime is a very real and pervasive threat worldwide. Unfortunately, I am writing you today to let you know we have experienced a data breach incident that inadvertently included elements of personal information about you and other current and former Matrix employees. I am very sorry to have to report this. Here's what you need to know:

We have reviewed the incident carefully and determined it was a unique occurrence caused by human error, not a system failure. One employee's internal emails, including archives as far back as 2014, were accessed. We believe these emails may have included attachments containing personally identifiable information (PII), including name, address, DOB and SS#. In some instances, bank account information was included.

We have confirmed no client data was involved in the breach.

Cybercriminals can use personal data to compromise and replicate your identity for a variety of purposes. We have prepared for such an event by purchasing PrivacyArmor protection for all our employees. This service is available now at no charge to you and members of your immediate family.

PrivacyArmor's monitoring platform detects high-risk activity across your financial transactions, credit reports, and even the dark web. With the first sign of identity theft or fraud, a dedicated Privacy Advocate® will fully manage your recovery and restore your identity. The program also includes a \$1 million identity theft insurance policy that would cover any out-of-pocket expenses, lost wages, or legal fees associated with the incident.

I recommend you activate this service today by clicking [here](#), or visiting <https://www.privacyarmor.com/rslemmployee>. You will note this service is available free of charge to all Matrix and RSL employees.

I would like to offer our sincere apologies for this error and the inconvenience it may cause. It clearly underscores the importance of ongoing security training and vigilance against very sophisticated criminals and methods. Fortunately, we all have the power to reduce the risk of future breaches, and we have a powerful process and partner organization behind us to help you and those affected stay protected in the immediate term.

Thank you for your commitment. If you have any questions about the PrivacyArmor service or process, please contact Katie Boik at katie.boik@matrixcos.com.



Ken Cope, Ph.D.

President