

BakerHostetler

STATE OF NH
DEPT OF JUSTICE
2016 MAR 14 AM 9:42

Baker&Hostetler LLP

45 Rockefeller Plaza
New York, NY 10111

T 212.589.4200
F 212.589.4201
www.bakerlaw.com

Theodore J. Kobus III
direct dial: 212.271.1504
tkobus@bakerlaw.com

March 11, 2016

VIA OVERNIGHT DELIVERY

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

Re: Incident Notification

Dear Attorney General Foster:

Our client, Matrix Service Company and its subsidiaries Matrix Service, Matrix PDM Engineering, Matrix North American Construction, Ltd., and Matrix North American Construction, Inc. (collectively, "Matrix"), on February 29, 2016, learned that a targeted "phishing" email message had been sent from outside the company to a Matrix Service Company employee on February 3, 2016. Upon learning this, Matrix Service Company immediately began an investigation. The investigation revealed that the phishing email the Matrix Service Company employee received was designed to appear as though it had been sent to the employee from the Matrix Service Company Chief Executive Officer, requesting the names, addresses, Social Security numbers, dates of birth, and salary information for all active employees, including Matrix Service Company subsidiary companies. Believing the email to be legitimate, the employee replied to the message on the day the email was received and attached a spreadsheet with the requested data. The IRS and federal law enforcement have been notified of this incident and Matrix is cooperating with their investigation.

Although, at this time, we know of no reports of identity theft or other fraud related to this incident, Matrix provided an email notification of this incident to its current employees on March 3, 2016, and will begin mailing notification letters to the home addresses of affected current and former employees by March 11, 2016. Matrix is offering affected current and former employees two years of credit monitoring and identity theft protection services through Equifax. Matrix also is providing call center support for those affected.

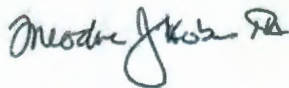
Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

Matrix is notifying five (5) New Hampshire residents in substantially the same form as the letter enclosed herein.¹ Notification is being provided in the most expedient time possible and without unreasonable delay pursuant to the investigation described above, which was necessary to determine the scope of the incident and identify the individuals potentially affected. See N.H. REV. STAT. ANN. § 359-C:20(I)(a).

To prevent this from happening again, Matrix is reinforcing its information security training program with an emphasis on the detection and avoidance of phishing email scams and identifying opportunities to increase security within its information technology systems.

Please do not hesitate to contact me if you any have questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Theodore J. Kobus III". The signature is written in a cursive style with a large initial 'T' and 'J'.

Theodore J. Kobus III

Enclosure

¹ This report is not, and does not constitute, a waiver of personal jurisdiction.



MATRIX NAC
North American Construction

Move to a higher standard™

Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<Date>>

<<mail id>>
<<First Name>> <<Last Name>>
<<Street Address>>
<<City>><<State>><<Zip>>

Dear <<First Name>> <<Last Name>>:

Matrix North American Construction ("Matrix") is committed to maintaining the privacy and security of our employees' personal information, as such only a small number of employees have access to such information. Regrettably, we are writing to inform you of an incident involving some of that information.

On February 29, 2016, we and our parent company, Matrix Service Company, learned that on February 3, 2016, a targeted "spear phishing" email message had been sent to an employee of Matrix Service Company. Spear phishing emails are "an attempt by an individual or group to solicit personal information from unsuspecting users by employing social engineering techniques. Phishing emails are crafted to appear as if they have been sent from a legitimate organization or known individual." The email the employee received was designed to appear as though it had been sent to the employee from the Matrix Service Company Chief Executive Officer, requesting the names, addresses, employee identification numbers, Social Security numbers, dates of birth, and salary information for all active employees, including Matrix Service Company subsidiary companies. Believing the email to be legitimate, the employee replied to the message on the day the email was received and attached a spreadsheet with the requested data, which included your personal information.

As soon as we became aware of this situation we notified the FBI and the IRS, and we are cooperating with their ongoing investigation. The IRS has indicated to us that they will monitor affected employees' accounts for the purposes of attempting to prevent fraudulent tax refunds from being paid out.

We recognize this issue can be frustrating and we are taking steps to help protect you and to safeguard the personal information we receive and maintain going forward. **We have partnered with Equifax® to provide its Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product for one year at no charge to you. A description of this product, as well as additional information on how to prevent identity theft, is provided in the attached material, which also contains instructions about how to enroll (including your personal activation code).** If you choose to take advantage of this product, it will provide you with a notification of any changes to your credit information, \$1 million Identity Fraud Expense Coverage and access to your credit report. You must complete the enrollment process by September 4, 2016. We urge you to consider enrolling in this product, at our expense.

We regret any concern this may cause you. To help prevent something like this from happening again, we are reinforcing our information security training program with an emphasis on the detection and avoidance of phishing email scams and identifying opportunities to increase security within our information technology systems. Should you have further questions regarding this incident, you may call 1-844-754-5539, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Standard Time.

Sincerely,

Jason Turner
President

Equifax Credit Watch™ Gold with 3-in-1 Monitoring

Activation Code: [INSERT Credit Monitoring Code]
Register by: September 4, 2016

About the Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product

Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit-reporting agencies. Note: You must be over age 18 with a credit file in order to take advantage of the product.

Equifax Credit Watch provides you with the following key features and benefits:

- Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax, Experian, and TransUnion** credit reports
- Wireless alerts and customizable alerts available (available online only)
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Up to \$1 million in identity theft insurance¹ with \$0 deductible, at no additional cost to you
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert² placement with automatic renewal functionality* (available online only)

How to Enroll: You can sign up online or over the phone

To sign up online for **online delivery** go to:
www.myservices.equifax.com/tri

1. **Welcome Page:** Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Activation Code:** You will be asked to enter your enrollment code as provided at the top of this letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

1 - Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. This product is not intended for minors (under 18 years of age).

2 - The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

INFORMATION ABOUT PREVENTING IDENTITY THEFT

Even if you choose not to take advantage of the identity theft protection services we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 525-6285

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
(877) 438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.