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November 3, 2017

Attorney General Michael A. Delaney  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Missions Door – Incident Notification**

Dear Attorney General Delaney:

McDonald Hopkins PLC represents Missions Door. I write to provide notification concerning an incident that may affect the security of personal information of one (1) New Hampshire resident. Missions Door's investigation is ongoing and this notification will be supplemented with any new significant facts or findings subsequent to this submission, if any. By providing this notice, Missions Door does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On or about July 17, 2017, Missions Door initially detected some suspicious emails being sent from one of its employee's email accounts. Upon learning of the issue, Missions Door promptly changed the password to the affected email account and maintained heightened monitoring of the account to ensure that no other suspicious activity was taking place. In addition, Missions Door simultaneously commenced an investigation of the incident and retained an independent computer forensic firm to analyze the extent of any compromise to the email accounts and the security of the emails and attachments contained within them.

Since completing the investigation and manual document review, which concluded on or about October 5, 2017, Missions Door concluded that an unauthorized third party accessed the email account at issue. The forensic investigation could not definitively conclude what information within the account, if any, was actually accessed, viewed, downloaded or otherwise acquired by the unauthorized user. The forensic firm also confirmed that this incident did not impact the security of any other Missions Door's email accounts, networks or servers.

Missions Door has devoted considerable time and effort to determine what exact information was contained in the compromised email account, which Missions Door can confirm included resident's full name and Social Security number.

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To date, Missions Door is not aware of any confirmed instances of identity fraud as a direct result of this incident. Nevertheless, Missions Door wanted to make you (and the affected resident) aware of the incident and explain the steps Missions Door is taking to help safeguard the resident against identity fraud. Missions Door provided the New Hampshire resident with written notice of this incident commencing on November 3, 2017, in substantially the same form as the letter attached hereto. Missions Door is offering the resident a complimentary membership with a credit monitoring and identity theft protection service. Missions Door has advised the resident to remain vigilant in reviewing financial account statements for fraudulent or irregular activity. Missions Door has advised the resident about the process for placing a fraud alert on their credit files, placing a security freeze, and obtaining a free credit report. The resident also has been provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

Missions Door takes its obligation to help protect personal information very seriously. Missions Door is continually evaluating and modifying its practices to enhance the security and privacy of personal information, including taking steps to strengthen access controls and protocols to help prevent similar issues in the future.

Should you have any questions regarding this notification, please contact me at (248) 220-1356 or [dpaluzzi@mcdonaldhopkins.com](mailto:dpaluzzi@mcdonaldhopkins.com).

Sincerely,



Dominic A. Paluzzi

Encl.

**IMPORTANT INFORMATION  
PLEASE READ CAREFULLY**



Dear [REDACTED]:

The privacy and security of your personal information is of the utmost importance to Missions Door. I am writing with important information about a recent incident potentially involving the security of some of your personal information that is maintained by Missions Door. We want to provide you with information regarding the incident and explain the services we are making available to help safeguard you against identity fraud. We also are providing additional steps you can take to help protect your information.

What Happened?

On or about July 17, 2017, Missions Door initially detected some suspicious emails being sent from one of its employee's email accounts. Upon learning of the issue, we promptly changed the password to the affected email account and maintained heightened monitoring of the account to ensure that no other suspicious activity was taking place. In addition, we simultaneously commenced an investigation of the incident and retained an independent computer forensic firm to analyze the extent of any compromise to the email accounts and the security of the emails and attachments contained within them.

Since completing our investigation and manual document review, which concluded on or about October 5, 2017, we concluded that an unauthorized third party accessed the email account at issue. The forensic investigation could not definitively conclude what information within the account, if any, was **actually** accessed, viewed, downloaded or otherwise acquired by the unauthorized user. The forensic firm also confirmed that this incident did not impact the security of any other email accounts, our networks or servers.

What We Are Doing.

Further, based on the investigation conclusions, we have devoted considerable time and effort to determine what information was contained in the affected email account. We conducted a sophisticated review of each email and attachment contained within the compromised email account that was forensically identified as having contained personal information to ensure accuracy and confirm those potentially impacted.

What Information Was Involved.

Because we value our relationship with you, we wanted to notify you of this incident since your personal information was contained within the compromised email account, which included your full name and Social Security number.

What You Can Do.

**To date, we are not aware of any reports of identity fraud, theft, or improper use of information as a direct result of this incident.** Out of an abundance of caution, however, we wanted to provide you with information regarding the incident and explain the services we are making available to help safeguard you against identity fraud.

To protect you from potential misuse of your information, we are offering a complimentary one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter. Also enclosed in this letter, you will find information about other precautionary measures you can take to protect your personal information, including placing a Fraud Alert and/or Security Freeze on your credit files and obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements for fraudulent or irregular activity on a regular basis.

For More Information.

Please know that we take this situation very seriously and regret any inconvenience or concern this incident may cause you. Maintaining the integrity of your personal information is of the utmost importance to us and we have taken steps to strengthen access controls and protocols to help prevent similar issues in the future.

**If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED].** This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

Missions Door

– ADDITIONAL PRIVACY SAFEGUARDS INFORMATION –

**1. Enrolling in Complimentary 12-Month Credit Monitoring.**

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

**Activate IdentityWorks Credit 3B Now in Three Easy Steps**

1. ENROLL by: **January 31, 2018** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll [REDACTED]
3. PROVIDE the **Activation Code:** [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [REDACTED]. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at [REDACTED]  
or call [REDACTED] to register with the activation code above.**

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at [REDACTED].

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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.



## 2. Placing a Fraud Alert.

Whether or not you choose to use the complimentary 12-month credit monitoring services, we recommend that you place an initial 90-day "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others. Alternatively, you may file the Fraud Alert online. Here is a link to the Experian fraud alert home page: <https://www.experian.com/fraud/center.html>

### **Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
1-888-766-0008  
www.equifax.com

### **Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
www.experian.com

### **TransUnion LLC**

P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289  
www.transunion.com

## 3. Consider Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "Security Freeze" be placed on your credit file. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by sending a request in writing, by mail, to all three nationwide credit reporting companies. To find out more on how to place a security freeze, you can use the following contact information:

### **Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
1-800-685-1111  
<https://www.freeze.equifax.com>

### **Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742  
<https://www.experian.com/freeze/center.html>

### **TransUnion Security Freeze (FVAD)**

P.O. Box 2000  
Chester, PA 19016  
1-888-909-8872  
<https://freeze.transunion.com/>

Please note that there may be a charge associated with placing, temporarily lifting, or removing a security freeze with each of the above credit reporting companies. These fees vary by state, so please call or visit the credit reporting agencies' websites to find out the specific costs applicable to the State in which you currently reside.

If you decide to place a Security Freeze on your credit file, *in order to do so without paying a fee*, you will need to send a copy of a valid identity theft report or police report, by mail, to each credit reporting company to show that you are a victim of identity theft and are eligible for free security freeze services. If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

## 4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

## 5. Additional Helpful Resources.

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and monitoring free credit reports for any unauthorized activity. 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. Checking your credit report periodically can help you spot problems and address them quickly.

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the FTC and/or the Attorney General's office in your state. You can obtain information from these sources about the steps individuals can take to protect themselves from 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.

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. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at <https://www.identitytheft.gov/>, by phone at 1-877-IDTHEFT (438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations.

### For Iowa Residents:

You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached at:

Office of the Attorney General of Iowa  
Consumer Protection Division  
Hoover State Office Building  
1305 E. Walnut Street  
Des Moines, IA 50319  
Telephone: (515) 281-5164  
Toll-free: (888) 777-4590 (outside of the Des Moines metro area)  
Fax: (515) 281-6771  
Email: [consumer@iowa.gov](mailto:consumer@iowa.gov)  
Website: [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)

### For Maryland Residents:

In addition to the FTC, you may obtain information about avoiding identity theft from the Maryland Attorney General's Office. This office can be reached at:

Office of the Attorney General of Maryland  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
Telephone: (410) 576-6300  
Toll-free: (888) 743-0023  
Email: [Idtheft@oag.state.md.us](mailto:Idtheft@oag.state.md.us)  
Website: <https://www.oag.state.md.us>  
Website: <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/>

**For North Carolina Residents:**

In addition to the FTC, you may obtain information about preventing identity theft from the North Carolina Attorney General's Office. This office can be reached at:

North Carolina Department of Justice  
Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
Telephone: (919) 716-6400  
Toll-free: (877) 566-7226  
Fax: (919) 716-6750  
Website: <http://www.ncdoj.gov>  
Email: [consumer@ncdoj.gov](mailto:consumer@ncdoj.gov)

Instances of known or suspected identity theft should also be reported to law enforcement.

**For Oregon Residents:**

In addition to the FTC, you may obtain information about preventing identity theft from the Oregon Attorney General's Office. This office can be reached at:

Oregon Department of Justice  
Attorney General's Office  
1162 Court Street NE  
Salem, OR 97301-4096  
Telephone: 877-877-9392  
Website: [www.doj.state.or.us](http://www.doj.state.or.us)

**6. Reporting Identity Fraud to the IRS.**

If you believe you are a victim of identity fraud AND it is affecting your federal tax records (or may affect them at some time in the future), such as your attempt to file your federal tax returns electronically was rejected or if you received a notice from the IRS indicating someone was otherwise using your Social Security number, it is recommended you do the following:

- File an Identity Theft Affidavit (Form 14039) with the IRS. The form can be downloaded at: <https://www.irs.gov/pub/irs-pdf/f14039.pdf>.
- Call the IRS at (800) 908-4490, ext. 245 to report the situation. The unit office is open Monday through Friday from 7 am to 7 pm.
- Report the situation to your local police or law enforcement department.

Additional information regarding preventing tax related identity theft can be found at <http://www.irs.gov/uac/Identity-Protection>.

**7. Reporting Identity Fraud to the Social Security Administration.**

If you believe that you are a victim of identity fraud AND it is affecting your Social Security account or records, you may contact the Social Security Administration at 1-800-772-1213 or visit [https://secure.ssa.gov/acu/IPS\\_INTR/blockaccess](https://secure.ssa.gov/acu/IPS_INTR/blockaccess). You also may review earnings posted to your record on your Social Security Statement on [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount).

- The Social Security Administration has published Identity Theft and Your Social Security Number at: <https://www.ssa.gov/pubs/EN-05-10064.pdf>.