



LEWIS BRISBOIS BISGAARD & SMITH LLP

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December 21, 2019

VIA E-MAIL

Gordon MacDonald, Attorney General
Consumer Protection and Antitrust Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
Email: DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General MacDonald:

We represent Moss Adams LLP, a public accounting firm located in Seattle, Washington, that provides accounting, tax, and consulting services including employee benefit plan audits for employers. This letter is being sent because personal information belonging to one (1) New Hampshire resident may have been affected by a recent data security incident experienced by Moss Adams. The incident may have involved unauthorized access to one (1) New Hampshire resident's name and Social Security number.

On October 10, 2019, Moss Adams discovered unusual activity in its email system. Moss Adams immediately took measures to secure its system and launched an investigation to help determine what occurred and whether personal information was accessed or acquired without authorization as a result. Upon completion of its investigation, Moss Adams determined that a single Moss Adams employee email account was accessed without authorization from October 8 to October 10, 2019. In response thereto, Moss Adams launched a data review project to determine whether that account contained personal information. On or about November 8, 2019, the data review project revealed that personal information was contained within the account and may have been accessed without authorization. Moss Adams then worked diligently to identify up-to-date address information required to notify potentially impacted individuals. On December 17, 2019, Moss Adams confirmed that the personal information of the above-referenced New Hampshire resident was contained in the impacted mailbox and therefore may have been accessed without authorization.

Moss Adams notified one (1) New Hampshire resident via the attached sample letter on December 19, 2019. Moss Adams is offering twelve (12) months of complimentary credit monitoring and identity protection services to the potentially affected resident through TransUnion.

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Please contact me should you have any questions.

Sincerely,

/s/ Robert Slaughter

Robert Slaughter of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure: Consumer Notification Letter



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>> <<Date>>

Re: Notice of Data Security Incident

Dear <<Name 1>>,

We are writing to inform you of a data security incident experienced by Moss Adams LLP that may have affected your personal information.¹ As explained below, we recently learned that an unauthorized individual gained access to a Moss Adams employee email account containing your personal information. We are writing to notify you of this incident, to offer you complimentary credit monitoring and identity protection services, and to inform you about steps that can be taken to help protect your personal information.

What Happened? On October 10, 2019, we detected unusual activity associated with a single Moss Adams employee’s email account. We immediately took steps to secure the account and launched an investigation. Our investigation subsequently determined that the impacted Moss Adams email account was accessed by an unauthorized third party and this account contained some of your personal information, although we do not know if your personal information in the email account was actually accessed by the third party. Please note that this unauthorized access was limited to information transmitted via email and did not affect any other information systems.

What Information Was Involved? The following information was contained within the accessed email account: your name and Social Security number.

What We Are Doing. As soon as we discovered this incident, we took the measures referenced above. Additionally, out of an abundance of caution, we are offering you a one-year membership to TransUnion Interactive’s *myTrueIdentity* credit monitoring and identity restoration service at no cost to you. This product provides you with premier credit monitoring and identity theft resolution, including up to \$1 million of identity theft insurance coverage. To receive these services, you must be over the age of 18, have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. The deadline to enroll is <<Enrollment Deadline>>.

What You Can Do. You can follow the recommendations included with this letter to help protect your information. Specifically, we recommend that you review your credit report for unusual activity. If you see anything that you do not understand or that looks suspicious, you should contact the consumer reporting agencies for assistance using the contact information included with this letter. In addition, you can enroll in the free credit monitoring services that we are offering to you through TransUnion Interactive. Enrollment instructions are included with this letter.

For More Information. Further information about how to protect your personal information is included with this letter. If you have questions or need assistance, please contact 833-935-1381, Monday through Friday, 9am – 9pm ET. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,
Moss Adams LLP

¹ Moss Adams performs employee benefit plan audits for your current or former employer and was in possession of your personal information as a result of the services provided thereto.

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

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|---|---|--|---|
| TransUnion P.O. Box 1000 Chester, PA 19016 1-877-322-8228 www.transunion.com | Experian P.O. Box 9532 Allen, TX 75013 1-888-397-3742 www.experian.com | Equifax P.O. Box 105851 Atlanta, GA 30348 1-800-525-6285 www.equifax.com | Free Annual Report P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 annualcreditreport.com |
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Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. There is no charge to place, lift, or remove the security freeze. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement, or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Residents of Maryland, North Carolina, Oregon, New York, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General
200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
401-274-4400

Oregon Department of Justice
1162 Court Street NE
Salem, OR 97301-4096
<http://www.doj.state.or.us>
1-877-877-9392 (toll-free in Oregon)
1-503-378-4400

New York Attorney General

The Capitol

Albany, NY 12224-0341

<https://ag.ny.gov/>

1-800-771-7755 (toll-free)

1-800-788-9898 (TDD/TTY toll-free line)

Bureau of Internet and Technology (BIT)

28 Liberty Street

New York, NY 10005

<https://ag.ny.gov/internet/resource-center>

1-212-416-8433

You also have certain rights under the Fair Credit Reporting Act (FCRA), including: to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

Complimentary One-Year *myTrueIdentity* Credit Monitoring Service

As a safeguard, 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.

How to Enroll: You can sign up online or via U.S. mail delivery

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<Insert static 6-digit Telephone Pass Code>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<Enrollment Deadline>>. 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 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.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:

- 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 credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)