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October 16, 2019

John C. Cleary  
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**VIA EMAIL (ATTORNEYGENERAL@DOJ.NH.GOV)  
AND FEDERAL EXPRESS**

The Honorable Gordon MacDonald  
Attorney General of the State of New Hampshire  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

***Re: Notification of a Data Security Incident***

Dear Attorney General MacDonald:

We represent Mowery & Schoenfeld, LLC (“M&S”), 475 Half Day Road, Suite 500, Lincolnshire, Illinois 60069, in connection with an incident that involved the personal information of one (1) New Hampshire resident and provide this notice on behalf of M&S pursuant to N.H. REV. STAT. ANN. §359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to its submission. While M&S is notifying you of this incident, M&S does not waive any rights or defenses relating to the incident or this notice, or the applicability of New Hampshire law on personal jurisdiction.

**NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS**

M&S has discovered that an unauthorized third-party gained access to three (3) M&S email accounts. Upon learning of the unauthorized access, M&S promptly launched an internal investigation and commenced containment and remediation efforts. M&S also retained a leading forensic security firm to assist in its investigation. The forensic firm determined that an unknown third-party had access to the three (3) accounts from approximately January 2019 through early April 2019. On or about June 20, 2019, M&S discovered that the impacted email accounts may have contained personal information of certain individuals. Upon further investigation, which was completed on or about September 18, 2019, M&S determined that the email accounts contained the name, address and Social Security number of one (1) individual residing in New Hampshire. To date, M&S has not become aware of any fraud or identity theft to any individual as a result of this incident.

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### **NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED**

M&S determined that one (1) New Hampshire resident may have been impacted by this incident. M&S is notifying the impacted resident of the situation by letter today, October 16, 2019. The notification letter will include an offer for one (1) year of complimentary credit monitoring and identity theft protection. Enclosed is a redacted copy of the notice that is being sent to the impacted resident via first-class, United States mail.

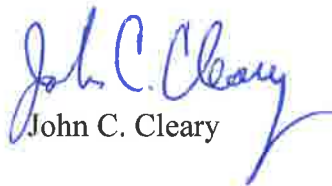
### **STEPS TAKEN RELATING TO THE INCIDENT**

Upon learning of the incident, M&S promptly terminated the credentials for the impacted email accounts and retained a leading forensic security firm to investigate and confirm the security of its email and computer systems. M&S has taken measures to prevent a similar incident from occurring in the future. M&S is also providing free identity theft protection services through Experian to individuals whose personal information may have been compromised.

### **CONTACT INFORMATION**

Please do not hesitate to contact me if you have any questions or if you need any further information concerning this matter.

Sincerely,

  
John C. Cleary

JCC:ms  
Enclosure

Mowery & Schoenfeld, LLC  
Mail Handling Services  
777 E Park Dr  
Harrisburg, PA 17111



October 16, 2019

[REDACTED]  
[REDACTED]  
[REDACTED]

A- [REDACTED]

Dear [REDACTED]

Mowery & Schoenfeld, LLC values and respects your privacy, which is why we are writing to advise you about a recent incident that may affect your personal information. Although we have no reason to believe that your personal information has been misused for the purpose of committing fraud or identity theft, we are writing to advise you about the steps that we have taken to address the incident and provide you with guidance on what you can do to protect yourself.

In April 2019, we discovered that certain firm email accounts were subject to unauthorized access by an unknown third-party. Upon learning of this unauthorized access, we launched an internal investigation and commenced containment and remediation efforts, including measures to prevent this type of incident from occurring in the future. In the course of our investigation, which was completed in September 2019, we discovered that some of your personal information, consisting of your name, address and Social Security number, may have been subject to unauthorized access.

Out of an abundance of caution, 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.**

Additionally, we have established a direct telephone inquiry line to assist you with any questions you might have regarding this incident. This inquiry line is available at no cost to you between 8:00 a.m. and 5:00 p.m., Central Time, Monday through Friday, at 1-844-582-5075.

We value the trust you place in us to protect the privacy and security of your information, and we apologize for any inconvenience or concern that this incident may cause you.

Sincerely,

*Mowery & Schoenfeld, LLC*

Mowery & Schoenfeld, LLC

## Activating Your Complimentary 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: **December 29, 2019** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: XXXXXXXXXX (Please note the Activation Code is CASE SENSITIVE)

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 877-288-8057. Be prepared to provide engagement number **DB14945** 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 <https://www.experianidworks.com/3bcredit> or call 877-288-8057 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 877-288-8057.

\* 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.

## Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring 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 should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps to you can take to avoid identity theft. For more information and to contact the FTC, please visit [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

**Credit Reports:** You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting <http://www.annualcreditreport.com>, by calling toll-free 1-877-322-8228, 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 a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries, including obtaining information about fraud alerts and placing a security freeze on your credit files, is as follows:

Equifax 1-800-349-9960 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 105788 Atlanta, GA 30348	Experian 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a> P.O. Box 9554 Allen, TX 75013	TransUnion 1-888-909-8872 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 2000 Chester, PA 19022
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**Fraud Alerts:** 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 new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at <http://www.annualcreditreport.com>.

**Credit and Security Freezes:** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	TransUnion Security Freeze Fraud Victim Assistance Dept. P.O. Box 6790 Fullerton, CA 92834
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You can obtain more information about the fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

**Iowa Residents:** Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines IA 50319, 515-281-5164.

**Maryland Residents:** Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).