



RECEIVED

SEP 21 2020

CONSUMED

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VIA CERTIFIED MAIL RETURN RECEIPT REQUESTED

September 17, 2020

Office of the Attorney General  
State of New Hampshire  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**Re: Legal Notice of Potential Data Incident**

Dear Sir or Madam:

I write on behalf of my client, Moye White LLP ("Moye White"), to inform you of a potential data incident involving the personal information of approximately five New Hampshire residents. Moye White will notify the potentially affected individuals and outline some steps that each may take to help to protect his/her personal information.

Moye White notified its clients of a potential data incident due to an unauthorized actor or group gaining access to a small number of Moye White email accounts that contained personal information of the potentially affected individuals. Based upon a forensic investigation, the evidence indicates that such access to the accounts occurred between January 10, 2020 and February 8, 2020. On approximately May 5, 2020, Moye White determined that the email accounts may have contained the following residents' information: name, address, Social Security number, and driver's license number. Please note, at this time, Moye White has no evidence of misuse of any personal information as a result of the incident.

Moye White takes the privacy of personal information seriously. Promptly after discovering the unauthorized access, Moye White terminated the unauthorized access and engaged an outside forensic investigation firm to assist with investigating and remediating this potential incident. This was time-intensive process requiring manual review of thousands of records. To help prevent something like this from happening in the future, Moye White has augmented and is continuing to enhance security controls and monitor its systems to detect and prevent unauthorized access.

On approximately September 18, 2020, Moye White will notify the potentially affected individuals via written letter with information about the incident, the types of information affected, and contact information where he/she may obtain additional information. To help protect the potentially affected individuals' respective identities, Moye White is offering two years of identity protection and credit-monitoring services through Experian at no cost to the notification recipient. A copy of a template notice being sent to potentially affected residents is enclosed for your reference.

Moye White's investigation of this matter remains ongoing at this time, and we will provide further updates to your office if needed. If you have questions or need further information regarding this potential incident, please contact me at +1 (720) 566-4153 or dnavetta@cooley.com.



Office of the Attorney General  
September 17, 2020  
Page Two

Sincerely,

A handwritten signature in black ink, appearing to read "David J. Navetta".

David J. Navetta

DJN:ABE

Enclosure

September 18, 2020

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SAMPLE A SAMPLE - L12  
STE 123  
123 ANY ST  
ANYTOWN, US 12345-6789



Re: Notice of Data Breach

Dear Sample A Sample:

We are writing to inform you of a potential information security incident involving certain of your personal information stored by Moye White LLP (“Moye White”). Moye White takes the protection of information very seriously, and although we have no evidence of actual or attempted misuse of your information potentially affected by this incident, this letter provides details of the incident, our response, and resources available to you to help protect your personal information from misuse, should you feel it is appropriate to do so.

***What happened?***

We learned that an unidentified individual or group gained unauthorized access to the email accounts of certain Moye White employees. The accessed email accounts contained personal information about a limited number of persons whose personal information was in the email accounts.

***What information was involved?***

The information involved varies by individual but may include first and last name, address, Social Security number, driver’s license number, financial account number, credit or debit card number, medical information or health insurance information. This information was stored in an email account affected by the incident.

***How was the information used?***

We have conducted a thorough investigation and we have not found any evidence of unauthorized access to or use of Moye White’s internal computer systems or network. In addition, to our knowledge there has been no misuse of any personal information as a result of the incident.

***What we are doing***

We take the privacy of personal information seriously and deeply regret that the incident occurred. We took steps to address the incident promptly after it was discovered, including by initiating an internal investigation as well as retaining a nationally recognized forensic investigation and data review firm to assist us in our investigation of and response to the incident. Additionally, we took a number of measures designed to further enhance the security of our network and information technology services. To help prevent this type of incident from recurring in the future, we are continuing to review and enhance security measures and access controls for the email system. In addition, we have arranged to have Experian provide identity protection services to help protect your identity; please be sure to enroll before the enrollment deadline of December 31st, 2020.

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***What you can do***

Although we are not aware of any misuse of any information arising out of the incident, we encourage you to monitor your credit reports and account statements for suspicious activity. For more information about the Experian identity-protection services we are offering and instructions on completing the enrollment process, please refer to the enrollment instructions included in the attached Identity Theft Protection Reference Guide. The Identity Theft Protection Reference Guide also provides guidance on protecting personal information and identity including recommendations from the U.S. Federal Trade Commission.

***For more information***

For more information about the incident or if you have additional questions or concerns, you may contact me at 303.291.1545 or via email at [dean.nakayama@moyewhite.com](mailto:dean.nakayama@moyewhite.com), or please reach out to Hope Stone, 303.291.1511 or at [hope.stone@moyewhite.com](mailto:hope.stone@moyewhite.com). We are here to assist you with any concerns you may have.

Sincerely,

***Dean Nakayama***

Dean Nakayama  
Executive Director

Enclosure

## IDENTITY THEFT PROTECTION REFERENCE GUIDE

### I. Enroll in the Identity Theft Protection Services

To help protect your identity, we are offering a two year complimentary membership in Experian's® IdentityWorks®. This product helps detect possible misuse of your personal information and provides you with superior identity detection support focused on immediate identification and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: December 31st, 2020** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: [www.experianidworks.com/credit](http://www.experianidworks.com/credit)
- Provide your **activation code: ABCDEFGHI**

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 877.890.9332 by **December 31st, 2020**. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the identity restoration services by Experian. A credit card is not required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.<sup>1</sup>
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>2</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 877.890.9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

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<sup>1</sup> Offline members will be eligible to call for additional reports quarterly after enrolling.

<sup>2</sup> The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



**II. There are also actions you can take to help protect your identity. Some of these are below.**

**Review Accounts and Credit Reports:** Please regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the bottom of this page.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).

**For residents of New York:** You may also obtain information about preventing and avoiding identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov/internet/privacy-and-identity-theft>.

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov).

**Security Freezes and Fraud Alerts:**

You have a right to place a security freeze on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements. Please contact the three major credit reporting companies as specified below to find out more information about placing a security freeze on your credit report.

As an alternative to a security freeze, you have the right to place an initial or extended fraud alert on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

**Additional Information for Massachusetts Residents:** Massachusetts law gives you the right to place a security freeze on your consumer reports. By law, you have a right to obtain a police report relating to this incident, and if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You may request that a freeze be placed on your credit report, at no charge, by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number, date of birth (month, day and year); current address and previous addresses for the past five (5) years; and an incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

**All Recipients:** You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below.

**National Credit Reporting Agencies' Contact Information**

Equifax (www.equifax.com)

**General Contact:**

P.O. Box 740241  
Atlanta, GA 30374  
800-685-1111

**Fraud Alerts and Security Freezes:**

P.O. Box 740256, Atlanta, GA 30374

Experian

(www.experian.com)

**General Contact:**

P.O. Box 2002, Allen, TX  
75013  
888-397-3742

**Fraud Alerts and Security Freezes:**

P.O. Box 9556, Allen, TX  
75013

TransUnion

(www.transunion.com)

**General Contact, Fraud Alerts and Security Freezes:**

P.O. Box 2000  
Chester, PA 19022  
888-909-8872

