



Alyssa Watzman
1700 Lincoln Street, Suite 4000
Denver, Colorado 80203
Alyssa.Watzman@lewisbrisbois.com
Direct: 720.292.2052

April 23, 2020

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 Mr. Chuck Porter, CPA, a Registered Representative associated with Securities Service Network, LLC ("SSN"), located in Hendersonville, Tennessee. This letter is being sent because the personal information of a New Hampshire resident may have been affected by a recent data security incident experienced by Mr. Porter, which may have involved unauthorized access to such resident's name and Social Security number.

On January 16, 2020, SSN discovered unusual activity in the email account of Mr. Porter. SSN then took immediate steps to secure the account and launched an investigation with the assistance of an independent digital forensics firm to determine what happened and whether sensitive information was impacted as a result. The forensics investigation thereafter determined that Mr. Porter's email account was accessed without authorization. Upon learning this information, SSN and Mr. Porter launched a data review project to determine whether the account contained personal information. On February 25, 2020, the data review project resulted in the identification of individuals whose personal information was contained within the account and therefore may have been accessed without authorization. Mr. Porter and SSN then worked diligently to identify up-to-date address information required to notify such potentially impacted individuals, which subsequently identified the above-referenced New Hampshire resident.

One (1) potentially affected New Hampshire resident was notified via the attached sample letter on April 23, 2020, and is being offered twelve (12) months of complimentary credit monitoring and identity theft restoration services through Kroll, a global leader in risk mitigation and response.

April 23, 2020
Page 2

Please contact me should you have any questions.

Sincerely,

/s/ Alyssa Watzman

Alyssa Watzman of
LEWIS BRISBOIS BISGAARD & SMITH LLP



<<Date>> (Format: Month Day, Year)

<<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

Re: Notification of Data Security Incident

Dear <<FirstName>> <<MiddleName>> <<LastName>> <<NameSuffix>>,

I am writing to provide you with information about a recent data security incident that may have impacted your personal information. As explained below, Securities Service Network, LLC ("SSN") recently learned that an unauthorized individual gained access to an email account containing some of your personal information. The privacy and security of your personal information is extremely important to us. That is why I am writing to notify you of this incident, to offer you complimentary identity monitoring services, and to inform you about steps that can be taken to help protect your personal information.

What Happened? On January 16, 2020, SSN detected unusual activity within the email account of Mr. Chuck Porter, an SSN Registered Representative. Upon learning of this activity, SSN immediately took steps to secure the email account and commenced an investigation with the assistance of an independent digital forensics firm to determine what happened and whether sensitive information was accessed or acquired without authorization as a result. On February 6, 2020, as a result of the investigation, SSN learned that an unknown individual had gained unauthorized access to the account. SSN then promptly took steps to identify the information contained within the account. Ultimately, on February 25, 2020, SSN learned that the impacted email account contained some of your personal information which may have been viewed or accessed by the unauthorized individual. SSN and Mr. Porter then worked diligently to identify up-to-date address information required to notify potentially impacted individuals.

Please note that this unauthorized access was limited to information transmitted via email and did not affect any other information systems. SSN has no evidence to suggest that your personal information has been misused. Nonetheless, out of an abundance of caution, I am writing to inform you of the incident and to provide you with access to complimentary identity monitoring services.

What Information Was Involved? The following information may have been contained within the accessed email account: your <<ClientDef1(Impacted Data)>>.

What We Are Doing. As soon as SSN discovered this incident, SSN took the measures referenced above. Additionally, steps were taken to enhance email security through the implementation of multi-factor authentication in order to minimize the likelihood of a similar incident from occurring in the future. Finally, SSN is offering you complimentary identity monitoring services through Kroll, a global leader in risk mitigation and response. These services include Credit Monitoring, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

What You Can Do. We recommend that you activate your complimentary Kroll services. Activation instructions and a description of the services being provided are included with this letter. We also recommend that you review the guidance included with this letter about how to help protect your personal information.

For More Information. If you have questions or need assistance, please contact Kroll at [1-800-368-8888](tel:1-800-368-8888), Monday through Friday from 8 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. Kroll representatives are fully versed on this incident and can answer any questions you may have regarding the safeguarding of your personal information.

Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Klimas', with a stylized flourish at the end.

Ronald T. Klimas, EVP, Director of Compliance
Securities Service Network, LLC
9729 Cogdill Road, Suite 301
Knoxville, TN 37932

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:

TransUnion	Experian	Equifax	Free Annual Report
P.O. Box 1000	P.O. Box 9532	P.O. Box 105851	P.O. Box 105281
Chester, PA 19016	Allen, TX 75013	Atlanta, GA 30348	Atlanta, GA 30348
1-800-916-8800	1-888-397-3742	1-800-525-6285	1-877-322-8228
www.transunion.com	www.experian.com	www.equifax.com	annualcreditreport.com

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 one year. 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, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

Federal Trade Commission	Maryland Attorney General	North Carolina Attorney General	Rhode Island Attorney General
600 Pennsylvania Ave, NW	200 St. Paul Place	9001 Mail Service Center	150 South Main Street
Washington, DC 20580	Baltimore, MD 21202	Raleigh, NC 27699	Providence, RI 02903
consumer.ftc.gov , and	oag.state.md.us	ncdoj.gov	http://www.riag.ri.gov
www.ftc.gov/idtheft	1-888-743-0023	1-877-566-7226	401-274-4400
1-877-438-4338			

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.

As referenced above, we have secured the services of Kroll to provide complimentary identity monitoring services at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your services include Credit Monitoring, \$1 Million Identity Fraud Loss Reimbursement Fraud Consultation, and Identity Theft Restoration.

How to Activate Your Services

Visit [https://\[IDMonitoringURL\]](https://[IDMonitoringURL]) to activate and take advantage of your identity monitoring services.

You have until [\[Date\]](#) to activate your identity monitoring services.

Membership Number: <<Member ID>>

If you have questions, please call 1-???-??-????, Monday through Friday from 8 a.m. to 5:30 p.m. Central Time.

Take Advantage of Your Services

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and 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.