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GINA GREENWOOD, SHAREHOLDER
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August 8, 2017

VIA FAX - (603) 271-2110Attorney General Gordon MacDonald
Consumer Protection Bureau
Office of the Attorney General for New Hampshire
33 Capitol Street
Concord, NH 03301Re: *National DCP, LLC - Data Incident Notification*

Dear Attorney General MacDonald:

I serve as outside legal counsel for National DCP, LLC. Enclosed please find a copy of the form of notification letter(s) that are being sent via US Postal Service First Class Mail to the last known address of 19 residents of your State who were potentially affected by this data incident. Letters will be postmarked August 8/9, 2017.

Please note that because the personal information contained in the email account involved demographic enrollment data (not actual medical information) for the National DCP Health Plan. The United States Department of Health & Human Services Office for Civil Rights will also be notified pursuant to the HIPAA-HITECH Breach Notification Regulations.

National DCP is committed to assisting individuals mitigate any potential harm associated with this incident. Please let me know if you have any questions, concerns or require additional information. You can reach me at ggreenwood@bakerdonelson.com or 478-765-1804.

Best regards,

BAKER, DONELSON, BEARMAN,
CALDWELL & BERKOWITZ, PC

Gina Greenwood

Enclosure: Sample Breach Letter(s)

4834-3547-1692 v1



c/o Baker Donelson Mail Center
Attention: Wallman/NDCP
Post Office Box 5047
Macon, Georgia 31208

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

<<ID>>

Re: Notice of Data Incident

Dear <<Name 1>>:

National DCP, LLC is a company that provides services as/to your current or past employer. We are hereby alerting you to a situation that may involve the inappropriate access to and/or potential use or disclosure of your personal information.

An email account was inappropriately accessed as a result of an email phishing scam in March 2017. We investigated the matter and found at that time there was no indication that sensitive data was acquired. After experiencing additional issues, we conducted another investigation to determine the nature/scope of all incidents and to be able to identify any individuals potentially affected. That investigation is still ongoing, but on June 26, 2017, we were alerted that personal information was contained in the email account. Because that personal information involved the National DCP Health Plan enrollment data (but it did not involve medical information), this Notice is being sent on behalf of the Plan.

We do not have any evidence that your personal information was actually viewed or acquired in connection with the scam. However, out of an abundance of caution (due to an increase in cyberattacks worldwide), we are alerting you to this event so that you can take action to protect yourself from potential harm. Your data that could have been accessed includes your name, address, social security number, and date of birth.

NDCP takes this matter very seriously. We are providing you with one year of complimentary identity theft protection through Experian. Our team contacted the FBI and Secret Service to request help. We conducted an investigation to confirm the scope of the perpetrator's access to our IT systems did not extend beyond the single email account and to try to determine whether your personal information was actually viewed or obtained. Our team is also in the process of retraining employees to better alert them to common scams in order to reduce the risk of phishing and other cyberattacks.

What you can do: Below are additional steps you should take to help protect yourself from any potential harm.

- **ACTIVATE Your FREE Theft Protection ProtectMyID NOW in Three Easy Steps** To help protect your identity, we are offering you a complimentary one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible future misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score.
 1. ENSURE That You Enroll By: <<Enrollment Deadline>> (Your code will not work after this date.)
 2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem
 3. PROVIDE Your Activation Code: <<Enrollment Code>>

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #: <<Engagement Number>>. A credit card is not required for enrollment. Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity based on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer support and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies. It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance:**¹ Immediately covers certain costs including, lost wages, attorney investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at www.protectmyid.com/redeem or call 877-288-8057 to register with the enrollment code above. Once your enrollment in ProtectMyID is complete, carefully review your credit report for suspicious items. If you have any questions about ProtectMyID, 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 support at 877-288-8057.

- **REPORT** suspicious or fraudulent charges to your credit report, credit card or bank accounts to your bank and credit card vendor and law enforcement. For Oregon & Iowa residents: Report any suspected identity theft to law enforcement, the FTC, and your State Attorney General.
- **PLACE FRAUD ALERTS ON YOUR CREDIT FILE.** A fraud alert indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should verify with you that you have authorized the request before allowing. Contact one of the credit reporting agencies to activate a fraud alert:

3 MAJOR CREDIT BUREAU / CONSUMER REPORTING AGENCIES

Equifax PO Box 740241, Atlanta, GA 30374 800-525-6285; www.equifax.com	Experian PO Box 2104, Allen, TX 75013 888-397-3742; www.experian.com	TransUnion PO Box 2000, Chester, PA 19012 800-680-7289; www.transunion.com
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- **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE.** Placing a freeze on your credit file will prevent lenders, etc. from accessing your credit report in connection with a new credit application and prevent them from extending credit. A security freeze generally does not apply to existing accounts or credit cards, and when a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities. With a Security Freeze, you will be required to take special steps to apply for credit. Contact the credit bureaus listed above to place a security freeze on your credit file. (For Mass. residents: The fee for each placement of a freeze, temporary lift of a freeze, or removal of a freeze is \$5.)

¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and is 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.

- **ORDER YOUR FREE ANNUAL CREDIT REPORTS.** Visit www.annualcreditreport.com or call 877-322-8228 to obtain 1 free copy of your credit report annually. Periodically review a copy of your credit report for discrepancies and identify any accounts you did not open or inquiries you did not authorize. (Colorado, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may request additional copies of your credit report, free of charge. You must contact each of the 3 credit reporting agencies directly to obtain such additional reports.)
- **REMAIN VIGILANT - REVIEW YOUR ACCOUNT STATEMENTS; USE FRAUD TOOLS FROM BANKS, ETC.** Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on your credit cards and bank accounts to notify you of suspicious activity.
- **OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF AT** <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html>. The Federal Trade Commission also provides information at www.ftc.gov/idtheft and its identity theft hotline is 877-438-4338. TTY: 1-866-653-4261.
- **CONTACT FTC / STATE ATTORNEY GENERAL OFFICE FOR HOW TO AVOID IDENTITY THEFT.** For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023. For North Carolina Residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226. Federal Trade Commission (600 Pennsylvania Avenue, NW, Washington, DC 20580) also provides information about identity theft protection at www.ftc.gov/idtheft & 877-438-4338.

For more information, please call 800-766-2052 Monday through Friday from 9:00 a.m. to 9:00 p.m. EST. Protecting your information is very important to us, and hopefully, this notice demonstrates our continued commitment to you. We sincerely apologize that this happened and hope to work with you to resolve any issues.

Sincerely,

Will Whitehead

Will Whitehead, CIO