

Robinson+Cole

RECEIVED

MAR 25 2019

CONSUMER PROTECTION

LINN F. FREEDMAN

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Also admitted in Massachusetts

Sent via first-class mail

March 25, 2019

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RE: Breach Notification

Dear Attorney General MacDonald:

Please be advised that we represent National Grid. Pursuant to RSA § 359-C:20, we are reporting to you, on behalf of National Grid, that National Grid notified two (2) New Hampshire residents of a potential breach of their personal information.

On February 27, 2019, National Grid confirmed that some of its former and current employees' personal information, including names, addresses, Social Security numbers, passport numbers and/or driver's license numbers was contained in an encrypted laptop that was stolen from an employee's vehicle. Unfortunately, the password to access the laptop was written in a notebook located in the same bag as the computer. National Grid presently has no indication that the information contained on the encrypted laptop has been accessed or used.

The New Hampshire residents affected by this incident have received the enclosed notice pursuant to RSA § 359-C:20. We are offering the affected individuals credit monitoring at no charge for a period of twenty-four (24) months.

If you have any questions or need further information, please do not hesitate to contact me.

Sincerely,



Linn F. Freedman

Enclosure

19083263



40 Sylvan Road
Waltham, MA 02451-1120
Tel: (781) 907-3355

Gary Dionne
Acting Director HR Business Partner,
Electric BU
Director Strategic Workforce Planning
Human Resources

To Enroll, Please Call:
1-877-890-9332

Or Visit:
<https://www.experianidworks.com/3bcredit>

Enrollment Code: <<XXXXXXXXXX>>
Experian Engagement #DB11477

[Name]
[Address]
[City, State Zip Code]

March 25, 2019

RE: Your personal information

Dear [Name]:

National Grid is committed to protecting the confidentiality of our employees' information. Regrettably, we are writing to inform you that on February 27, 2019, we confirmed that your personal information, including your name, address, Social Security number, passport number and/or driver's license number was contained in an encrypted laptop that was stolen from an employee's vehicle. Unfortunately, the password to access the laptop was written in a notebook located in the same bag as the computer. We presently have no indication that the information contained on the encrypted laptop has been accessed or used.

However, while we have no evidence that any of your personal information has been misused in any manner, we are taking appropriate precautionary measures for your financial security and to help alleviate concerns you may have. That's why we are providing you with access to free credit monitoring for twenty-four (24) months through Experian. For details regarding this free credit monitoring:

- To activate the membership you can visit <https://www.experianidworks.com/3bcredit>.
- You may also call the Experian toll-free number for enrollment and/or questions: **1-877-890-9332**.
- You must enroll by **June 30, 2019** to take advantage of this service.

If you choose not to use these services, **we strongly urge you to do the following:**

If you choose to place a fraud alert or security freeze on your own, you will need to contact one of the three major credit agencies directly at:

- **Experian (1-888-397-3742)**
- **Equifax (1-800-525-6285)**
- **Transunion (1-800-680-7289)**

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

Please note that if you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Should you wish to obtain a credit report and monitor it on your own, you may obtain free copies of your credit report by visiting www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.) Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity.

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

For more information about identity theft and your tax records, we recommend that you visit the IRS Taxpayer Guide to Identity Theft at <http://www.irs.gov>. You may want to consider notifying the IRS that your tax records may be at risk by completing IRS Form 14039 (Identity Theft Affidavit) which can be located at <http://www.irs.gov/pub/irs-pdf/f14039.pdf>. You will need to send Form 14039 to the IRS along with a copy of your valid government-issued identification, such as a Social Security card, driver's license, or passport to the address on the form or by faxing to 1-855-807-5720.

Detailed below are a few things to keep in mind when filing Internal Revenue Service Form 14039:

- All documents, including your identification, must be clear and legible;
- The identity theft marker will remain on your file for a minimum of three tax cycles;
- Any returns containing your social security number will be reviewed by the IRS for possible fraud;
- The marker may delay the processing of any legitimate tax returns.

We regret any inconvenience this may cause you. If you have any questions please do not hesitate to contact me at 781-907-3355.

Sincerely,

Gary Dionne

Gary Dionne
Acting Director HR Business Partner