



State of New Hampshire

DEFERRED COMPENSATION PLAN

Craig A. Downing
Executive Director

25 Capitol Street Room 215c • Concord, NH 03301 • (603) 271-7886 • www.nhdcp.com

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CONSUMER PROTECTION

November 2, 2020

Brandon Garod
Senior Assistant Attorney General
NH Department of Justice
33 Capitol Street
Concord, NH 03301

Re: Security Breach Notification Pursuant to RSA 359-C: 20

Dear Attorney Garod:

By this letter, the New Hampshire Deferred Compensation Commission, which oversees the NH Public Employees Deferred Compensation Plan (NHDCP) hereby notifies the New Hampshire Department of Justice of a breach of security of confidential participant information.

Beginning on September 8, 2020 and continuing through September 10, 2020, unknown individuals attempted to gain access via phone and online to four (4) participant accounts of the deferred compensation plan. All four attempts were unsuccessful in obtaining any funds from the accounts. In response, the participant's accounts were locked, preventing any further access. The affected participants were two active state employees, one retired state employee and one active municipal employee.

In their attempt to access the accounts, the unknown individuals used personal information, including the participants' name, home address, birthdate, and full social security number. The individuals already had this information when they made the attempts, and there is no evidence that indicates that personal information was obtained from the NH Deferred Compensation Plan or Empower Retirement, the plan record keeper.

Since the individuals had the information described above, they were able to obtain a current account balance in all four (4) accounts. Empower Retirement identified all four (4) of the fraudulent attempts at various stages of the contact. In two of the attempts, Empower Retirement security detected the fraud, no further information was provided and the accounts were locked. In two attempts, the fraudster obtained additional information in the participant's account, but the fraud was detected before any transactions took place, and the accounts were locked.

Upon detecting the fraudulent activity, Empower Retirement, in conjunction with the plan executive director, initiated phone calls to three of the participants to make them aware of the fraudulent activity.

The plan executive director notified the fourth participant by phone on the same day. Two participants were sent letters when Empower Retirement was unable to speak with the participants personally. One participant did not respond to calls from Empower Retirement; so the plan executive director reached out to the participant by mail, notifying them of the attempt on their account.

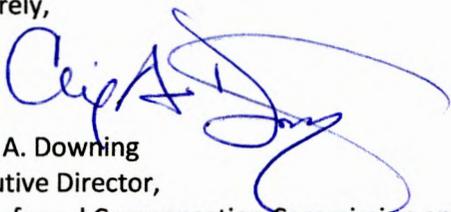
While this incident remains limited to four accounts, the unauthorized access to those accounts, using the participant's personal data, did cause a breach of additional personal information. Such personal information included the participant's account number and account balance, and, in two of the attempts, a phone number and email address were disclosed. At this time, all four participants have been notified by either phone or letter of the fraudulent attempts in compliance with RSA 359-C: 20.

As of this date, no further suspicious activity has been detected regarding the 8,253 active accounts in the NH Deferred Compensation Plan.

The NH Deferred Compensation Commission and Empower Retirement consider data security and the safeguarding of participant account information and their money a top priority. The NH Deferred Compensation Plan will continue to work with Empower Retirement in reviewing security protocols for online access.

If you would like further information regarding this matter, please do not hesitate to contact me.

Sincerely,



Craig A. Downing
Executive Director,
NH Deferred Compensation Commission and Plan

CC: Attorney Takhmina Rakhmatova - NHDOJ
NH Deferred Compensation Commission



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November 2, 2020

To: State of NH Deferred Compensation Plan Participants

Fr: Craig Downing, Executive Director,
on behalf of the NH Deferred Compensation Commission

Re: Data Security Notice

Beginning on September 8, 2020, and continuing through September 10, 2020, unknown individuals attempted to gain access via phone and online to four (4) participant accounts of the deferred compensation plan. All four attempts were unsuccessful in obtaining any funds from the accounts. As a result, all four accounts were locked, preventing any further access. The affected participants were two active state employees, one retired state employee, and one active municipal employee.

In the attempts to access the accounts, the unknown individuals used personal information, including the participants' names, home address, birth date, and full social security number. The individuals already had this information when they made the attempts, and there is no evidence that indicates that personal information was obtained from the NH Deferred Compensation Plan or Empower Retirement, the plan recordkeeper.

Since the unknown individuals had the information described above, they were able to obtain a current account balance of all four (4) accounts. Empower Retirement identified all four (4) of the fraudulent attempts at various stages of the contact. In two of the attempts, Empower Retirement security detected the fraud, and no further information was provided, and the accounts were locked. In two attempts, the fraudster obtained additional information in the participant's account, but the fraud was detected before any transactions took place, and the accounts were locked.

Upon detecting the fraudulent activity, Empower Retirement, in conjunction with the plan executive director, notified the four participants of the failed attempts.

While this incident remains limited to four accounts, the unauthorized access to those accounts, using the participant's personal data, did cause a breach of additional personal information in those accounts. Such personal information included the participant's account number and account balance, and, in two cases, a phone number and email address were disclosed. At this time, all four participants have been notified either by phone or letter of the attempts in compliance with RSA 359-C: 20.

As of this date, no further suspicious activity has been detected regarding the 8,253 active accounts in the NH Deferred Compensation Plan.

The NH Deferred Compensation Commission and Empower Retirement consider data security and the safeguarding of participant account information and their money a top priority. The NH Deferred Compensation Plan will continue to work with Empower Retirement in reviewing security protocols for online access.