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March 9, 2021

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VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

The Honorable Gordon MacDonald
Attorney General of the State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Re: *Notification of a Data Security Incident*

Dear Attorney General MacDonald:

We represent The New London Hospital Association, Inc. (“NLH”) in connection with an incident that may have involved the personal information of 30,056 New Hampshire residents, and we provide this notice on behalf of NLH pursuant to N.H. REV. STAT. ANN. § 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to its submission. While NLH is notifying you of this incident, NLH does not waive any rights or defenses relating to the incident, this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

On December 2, 2020, NLH discovered suspicious activity on its computer network through a Virtual Private Network (“VPN”) connection. Upon learning of the situation, NLH promptly investigated the incident with the help of a leading cybersecurity firm and has taken steps to prevent any recurrence. In the course of the investigation, NLH learned that one file was potentially subject to a short period of unauthorized access on July 30, 2020. NLH reviewed the content of the file that may have been accessed. NLH identified all of the individuals whose personal information was contained in the file. The information included the names and Social Security numbers of 30,056 New Hampshire residents.

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March 9, 2021

Page 2

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

On or around February 16, 2021, NLH determined that 30,056 New Hampshire residents may have been involved in this incident. NLH is notifying these residents of the situation by letter beginning today, March 9, 2021. Enclosed is a copy of the notice that is being sent to the impacted residents via first-class United States mail. NLH is also providing the individuals with an offer of a complimentary one-year membership of Experian IdentityWorks Credit 3B. This product helps detect possible misuse of the individuals' personal information and provides them with identity protection services focused on the identification and resolution of identity theft.

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the situation, NLH promptly investigated the incident with the help of a leading cybersecurity firm and has taken steps to prevent any recurrence. NLH has further taken additional technical steps to secure its systems and prevent this type of incident from occurring in the future. Finally, NLH is notifying the involved individuals and providing them with one year of complimentary credit monitoring and identity theft protection services.

CONTACT INFORMATION

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "Bruce A. Radke".

Bruce A. Radke

Enclosure

New London Hospital
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



March 9, 2021

«Full_Name» «ID»
«Address_1»
«Address_2»
«City», «State» «Zip»

Dear «Full_Name»:

At New London Hospital (NLH), we value and respect the privacy of the information you share with us. We are committed to safeguarding your information, which is why we are writing to advise you of an incident that may have involved some of your personal information.

This letter provides information about the incident and what we are doing to help you protect yourself from the potential misuse of your information.

What Happened? NLH was the target of a cyber-incident involving an unauthorized third party who gained access to one file on our network for a short period of time on July 30, 2020. It's important to note that the file did *not* include diagnosis, treatment, medication, or hospitalization information; however, patient demographic information may have been viewed.

What Information Was Involved? The IT security team uncovered the incident and acted immediately to prevent further unauthorized access. We also retained a leading forensic security firm to investigate and conduct a comprehensive search for any personal information in the impacted system, and to confirm the security of our email and computer systems. On February 16, 2021, our investigation determined that the relevant file contained your name and Social Security number. NLH has no evidence at this time of any misuse of the personal information as a result of this incident.

What We Are Doing. NLH continues to implement appropriate safeguards to protect patient information. We are offering a one-year membership of Experian IdentityWorksSM Credit 3B at no cost. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. **For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary, one-year membership, please see the additional information attached to this letter.**

What You Can Do. You can find more information on steps to protect yourself against identity theft or fraud in the enclosed *Additional Important Information* sheet.

Other Important Information. If you have any questions about the information contained in this letter, or we can be of further assistance, please call 1-888-603-2588 from 8:00 a.m. to 5:00 p.m. Eastern Time.

We understand that this news is unsettling. Please know that we take your privacy very seriously and we have taken important steps to safeguard your information. It is a privilege to serve you, our patients, and the greater New London community.

Sincerely,

A handwritten signature in blue ink that reads "M. Tom Manion".

M. Tom Manion

President & CEO
New London Hospital

Please note that this notification was not delayed as a result of a law enforcement investigation.

Activate IdentityWorks Credit 3B

To help protect your identity, we are offering one-year membership of Experian IdentityWorksSM Credit 3B **at no cost to you**. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: «[Enrollment_Deadline](#)» (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: «[Activation_Code](#)»

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 877-288-8057. Be prepared to provide engagement number «[Engagement_Number](#)» as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARETM:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at <https://www.experianidworks.com/3bcredit>
or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, 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 care team at 877-288-8057.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and 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.

Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring 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 should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, 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 a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

Experian
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 1000
Chester, PA 19016

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze
1-800-349-9960
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
1-888-909-8872
www.transunion.com
P.O. Box 160
Woodlyn, PA 19094

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by requesting information in writing from the Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. NW, Washington, DC 20580.

Iowa Residents: Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319, 515-281-5164.

Maryland Residents: Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 220 St. Paul Place, Baltimore, MD 21202, (888) 743-0023.

North Carolina Residents: North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699-9001, (877) 566-7226.

New York State Residents: New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

Rhode Island Residents: We believe that this incident affected fifty-five (55) Rhode Island residents. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400

Vermont Residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).