



# 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

August 16, 2017

James T. Boffetti  
Senior Assistant Attorney General  
NH Department of Justice  
33 Capitol Street  
Concord, NH 03301

RECEIVED  
AUG 17 2017  
CONSUMER PROTECTION

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

Dear Attorney Boffetti:

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 private information.

On July 17, 2017, a deferred compensation account of a retired plan participant was registered for the first time for online access. As per the security policy of the plan record keeper, Empower Retirement, a letter was generated the same day notifying the participant of this action and mailed to the home address of record. On July 24, 2017, the participant notified Empower Retirement that they had not registered for online access to their account. An immediate review indicated an unknown individual used the participant's personal information to register the account and the online access was terminated. No money was misdirected or removed from this account, and the account was locked. Further, there is no evidence that the personal information used to register this unauthorized online account was obtained from the NH Public Employees Deferred Compensation Plan or Empower Retirement.

Based on this unauthorized access and additional information received in the following days, the NH Deferred Compensation Plan, working with Empower Retirement, undertook immediate steps to investigate and verify all recent online account registrations, loans, and distributions. No further suspicious activity has been found, and no participant funds have been misdirected by this unknown individual(s).

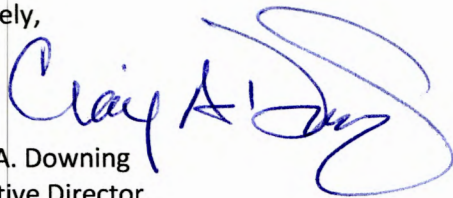
While this incident remains limited in scope to a single account, unauthorized access to that account, using the participant's personal data, did cause a breach of additional personal information in that single account. Such personal information included the participant's account number and account balance. The official letter notifying the participant, pursuant to RSA 359-C: 20, was mailed on August 16, 2017.

James T. Boffetti  
Senior Assistant Attorney General  
August 16, 2017

The NH Deferred Compensation Commission and Empower Retirement, the plan record keeper, consider data security and the safeguarding of participant account information and their money a top priority. The NH Plan has reported this incident to both state and federal law enforcement agencies and has instituted additional procedures to verify online transactions. The NH Deferred Compensation Plan will continue to work with our record keeper, in reviewing our security protocols for initial online access.

A copy of the notification placed on the NH Plan website regarding this incident is enclosed. If you would like further information regarding this matter, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Craig A. Downing". The signature is stylized with a large, sweeping flourish at the end.

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

Enclosure

CC: Attorney Robert Adams - NHDOJ  
NH Deferred Compensation Commission



# 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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August 3, 2017

To: Deferred Compensation Plan Participants

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

Re: Data Security

On July 17, 2017 a deferred compensation account of a retired participant was registered for the first time for online access. As per the security policy of our recordkeeper, Empower Retirement, a letter notifying the participant of this action was sent to the home address of record. On July 24, 2017 the participant notified Empower that they had not registered for online access. An immediate review indicated an unknown individual used the participant's personal data to open an account and the access was terminated. No money was misdirected or removed from this account. There is no evidence that the personal information used to register this unauthorized online account was obtained from the deferred compensation plan or Empower Retirement.

Based on this unauthorized access and additional information received in the following days, the NH Deferred Compensation Plan, working with Empower, undertook immediate steps to investigate and verify all recent online account registrations, loans and distributions. Although that investigation is ongoing, no further suspicious activity has been found and no participant funds have been misdirected by this unknown individual(s).

While this incident seems limited in scope to a single account, the NH Deferred Compensation Commission and Empower Retirement, the Plan record keeper considers data security and the safeguarding of participant account information and their money a top priority. The NH Plan has reported this incident to both state and federal law enforcement agencies and has instituted additional procedures to verify online transactions.

The NH Plan website will remain fully functional while the NH Plan works with our record keeper, in reviewing our security protocols for initial online access.