

# NEW HAMPSHIRE DISTRIBUTORS, LLC

65 REGIONAL DRIVE  
P.O. BOX 267, CONCORD, NH 03302-0267  
TELEPHONE 603-224-9991

THE CONCORD COACH



IT OPENED THE WEST

CONCORD, NEW HAMPSHIRE  
ADMINISTRATION FAX 603-224-0415  
SALES FAX 603-224-8306

VIA US Mail

April 26, 2016

New Hampshire Department of Justice  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Re: Data Security Breach

To Whom it May Concern:

We are writing to notify you of a breach of security/an unauthorized access or use of personal information involving approximately 924 (nine hundred twenty four) New Hampshire resident[s].

## **NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS**

On or about April 6, 2016 an employee of our 3<sup>rd</sup> Party IT Vendor left our business with our data on a backup drive. The next day he became aware that his car was broken into and the backup drive was taken along with other personal items. Items on the drive include but are not limited to Social Security Numbers, Driver's License Numbers, Addresses, and Financial Account Numbers.

## **NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED**

924 (nine hundred twenty four) NH residents were affected. These residents will receive a notice shortly in written form via the US Postal Service. Please see attached sample notice.

## **STEPS YOU HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT**

We immediately notified our insurance company and attorneys who specialize in cyber security for direction. The 3<sup>rd</sup> party IT vendor filed a police report. There is no evidence at this time that there has been any use of personal information, and it has been classified as low risk due to the fact that the backup drive was password protected and required proprietary software in order to access the files. We will be offering 24 (twenty four) months of credit monitoring and consultation services through IDT911. The backup drive is now encrypted with 256 bit encryption. All processes and procedures are being reviewed, as well all 3<sup>rd</sup> Party vendors.

## **OTHER NOTIFICATION AND CONTACT INFORMATION**

No other notification at this time. Contact information is as follows: Mara Bradbury 65 Regional Dr. Concord, NH 03301 (603) 410-1888 [mbradbury@nhdist.com](mailto:mbradbury@nhdist.com)

Sincerely,



Mara Bradbury SHRM-CP PHR  
Director – Human Resources

STATE OF NH  
DEPT OF JUSTICE  
2016 MAY 4 AM 11:04



May 2, 2016

**Please read this letter in its entirety.**

I am writing to give you notice of a recent data security incident involving our third party IT company, Daystar, working on behalf of New Hampshire Distributors, LLC. On or about April 6, 2016, the vehicle of a Daystar employee, who was in charge of securing our back-up drive, was burglarized and the back-up drive, along with other items belonging to the employee, was stolen. Some information about present and former New Hampshire Distributors, LLC employees was stored on that drive. This information may have included your full name, home address, home and/or cell phone number, mail, address, and Social Security number as well as files from your NHD, LLC laptop and /or desk top computers.

**While we have no evidence that any of your personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.**

**What is New Hampshire Distributors, LLC doing to address this situation?**

Daystar is working with law enforcement but no arrests have been made, and the drive has not yet been recovered. We are also working with our IT contractor to assess the likelihood of someone gaining access to the information stored on the drive – that is, opening the image files, and then cracking the password protections. We are committed to helping those employees who may have been impacted by this unfortunate situation. That's why New Hampshire Distributors, LLC is providing you with access to **Triple Bureau Credit Monitoring\*** services at no charge. These services provide you with alerts for 24 (twenty four) months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. These services will be provided by **IDT911**, a company that specializes in identity theft education and resolution.

**How do I enroll for the free services?**

To enroll in **Credit Monitoring\*** services at no charge, please log on to [https://www.myidmanager.com/promo\\_code.html](https://www.myidmanager.com/promo_code.html) and follow the instructions provided. **When prompted please provide the following unique code to receive services: <CODE HERE.>**

To take advantage of the **IDT911** services, or to obtain additional information about these services, **please call the IDT911 help line 1-800-405-6108** and supply the fraud specialist with your unique code.

**What can I do on my own to address this situation?**

If you choose not to use these services, **we are strongly urging all employees to do the following:**

**If you choose to place a fraud alert 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)**

**Also, should you wish to obtain a credit report and monitor it on your own:**

\* Services marked with an "\*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection and in order to confirm your identity.



- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: [www.annualcreditreport.com](http://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.
- Be sure to promptly report any suspicious activity to New Hampshire Distributors, LLC or IDT911

We also recommend that you notify your bank of this incident to inform them that your account may be at an increased risk for fraud and so that your bank can flag your account. We encourage you to monitor your accounts closely for any suspicious activity and to notify your financial institution immediately if you notice any unauthorized spending or withdrawals.

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](http://www.ftc.gov/idtheft).

With regard to any minor children, there are additional steps and precautions that can be taken to help manually monitor and protect their information. New Hampshire Distributors, LLC is making available services that will provide you with special assistance to deal with the exposure of this information, as credit monitoring tools are not available for minor children due to the fact that they should not have a credit file before age 18. This includes assistance with placing a Protected Consumer Credit Freeze with the credit reporting agencies to provide proactive protection\*. These services will also be provided by IDT911.

If you choose not to use these services, **we strongly urge you to contact the credit bureaus and ensure that no credit file exist in the name of your minor child.**

If you choose to check the existence of a credit file for your minor children on your own, you will need to contact each of the three major credit agencies at the phone numbers listed above.

**What if I want to speak with New Hampshire Distributors, LLC regarding this incident?**

While IDT911 should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with New Hampshire Distributors, LLC regarding this incident. If so, please call Mara Bradbury (603) 410-1888.

At New Hampshire Distributors, LLC we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,



Christopher A. Brown  
*Chairman, President and*  
Chief Executive Officer

\* Services marked with an “\*” require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection and in order to confirm your identity.