



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

STATE OF NH
DEPT OF JUSTICE

2018 JAN -9 AM 11:10

Jennifer A. Coughlin
Office: 267-930-4774
Fax: 267-930-4771
Email: jcoughlin@mullen.law

1275 Drummers Lane, Suite 302
Wayne, PA 19087

January 5, 2018

VIA U.S. 1st CLASS MAIL

Attorney General Gordon J. MacDonald
Office of the New Hampshire Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Attorney General MacDonald:

Our office represents Northeast Arc, headquartered at 1 Southside Road, Danvers, Massachusetts 01923. We are writing to provide you with notice of an event impacting the security of personal information relating to eighty-six (86) New Hampshire residents. The investigation into this event is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Northeast Arc does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Background

On December 8, 2017, Northeast Arc discovered an employee payroll file was inadvertently accessible to users of the Northeast Arc information systems, between March 2017 to December 2017, due to an infrastructure change. The information was not accessible outside of Northeast Arc's network. This file contained the following information relating to certain current and former Northeast Arc employees: name, Social Security number, financial account information, routing information, and salary information. Northeast Arc has no evidence that that the information was actually accessed or viewed by an unauthorized individual.

Attorney General Gordon J. MacDonald

January 5, 2018

Page 2

Notice to New Hampshire Residents

The file contained information relating to eighty-six (86) New Hampshire residents. Northeast Arc is mailing written notice of this incident to these eighty-six (86) New Hampshire residents on January 8, 2018, substantially the same form as the letter attached hereto as *Exhibit A*.

Other Steps Taken and To Be Taken

Northeast Arc's investigation into this incident is ongoing. Northeast Arc consulted with a third-party forensic investigation firm and law enforcement. Northeast Arc is providing these individuals 24 months of complimentary credit monitoring and identity restoration services, as well as helpful information on how to protect against identity theft and fraud. Northeast Arc is taking steps to mitigate the risk that an event like will happen again. In addition to providing notice of this incident to your office, Northeast Arc has provided notice of this incident to certain other state regulators where required.

Contact Information

Should you have any questions regarding this notification of other aspects of this event, please contact us at 267-930-4774.

Very truly yours,

A handwritten signature in black ink, appearing to be 'JAC', with a horizontal line extending to the right.

Jennifer A. Coughlin of
MULLEN COUGHLIN LLC

JAC:ncl
Enclosure

EXHIBIT A

C/O ID Experts
P.O. Box 10444
Dublin, OH 43017-4044

To Enroll, Please Call:
888-710-6548
Or Visit:
www.IDExpertsCorp.com/protect
Enrollment Code: [XXXXXXXXXX]

[Name]
[Address1]
[Address2]
[City, State Zip]

January 8, 2018

Re: Notice of Data Breach

Dear [Name],

Northeast Arc takes the security of your information very seriously. We are writing to you to inform you of a recently discovered event that impacts the security of certain information relating to you. While there currently is no indication that your information was actually accessed, viewed, or used by an unauthorized individual, in an abundance of caution we are providing you with information about the event and what you can do to better protect against the possibility of identity theft and fraud if you feel it is appropriate to do so.

What Happened? On December 8, 2017, Northeast Arc discovered that an employee payroll file was inadvertently accessible to users of the Northeast Arc information systems, between March 2017 to December 2017. This information was not accessible outside of Northeast Arc's network. Northeast Arc immediately terminated accessibility to the information and commenced an investigation into the matter.

What Information Was Involved? The employee payroll file contained the following information about you: name, Social Security number, financial account information, and routing information. Northeast Arc has no evidence that your information was actually accessed or viewed by an unauthorized individual.

What We Are Doing. We take this event, and the security of your information, very seriously. In addition to taking the steps detailed above and providing this notice to you, we consulted with a third-party forensic investigation firm and law enforcement, and we are reviewing our policies to prevent an incident like this from happening again in the future. While we are unaware of any actual or attempted misuse of your information, we are offering you complimentary access to 24 months of credit monitoring and identity restoration services with ID Experts. We are also notifying state regulators of this incident as required.

What You Can Do. You can review the enclosed *Steps You Can Take To Protect Against Identity Theft and Fraud*, which contains instructions on how to enroll and receive the free credit monitoring and identity restoration services, as well as information on what you can do to better protect against the possibility of identity theft and fraud if you feel it is appropriate to do so.

For More Information. We understand you may have questions that are not answered in this letter. To ensure your questions are answered in a timely manner please contact our resource center staffed with individuals familiar with this event and protecting against identity theft and fraud. The resource center can be reached by calling 888-710-6548, Monday through Friday, 9:00 AM to 9:00 PM EST.

Susan Brady, Director of Quality Assurance and Compliance for Northeast Arc will also be available to answer questions. She can be reached at 978-624-2478.

We sincerely regret any inconvenience or concern this incident has caused you.

Sincerely,



Jo Ann Simmons
CEO and President

Steps You Can Take to Protect Against Identity Theft and Fraud

While we have received no reports of attempted or actual misuse of your information, as an added precaution we have arranged to have ID Experts protect your identity for 24 months at no cost to you with MyIDCare™. ID Experts' fully managed recovery services will include: 24 months of Triple Bureau Credit Monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and complete access to their fraud resolution representatives. With this protection, ID Experts will work on your behalf to resolve issues if your identity is compromised. To start monitoring your personal information, please follow the steps below:

1. Go to www.idexpertscorp.com/protect and follow the instructions for enrollment using your Enrollment Code provided at the top of this notice. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information. Please note the deadline to enroll is April 8, 2018.
2. For enrollment support via phone, ID Experts is available Monday through Friday from 9 AM - 9 PM EST. They can be reached at 888-710-6548.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax
P.O. Box 105069
Atlanta, GA 30348
800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19106
800-680-7289
www.transunion.com

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised 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. If you have been a victim of identity theft and you provide the credit bureau with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
<https://www.freeze.equifax.com>

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

TransUnion
P.O. Box 2000
Chester, PA 19016
1-888-909-8872
www.transunion.com/

You can further educate yourself regarding identity theft, fraud alerts, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at www.ncdoj.gov. **For Rhode Island residents**, the Attorney General can be contacted by mail at 150 South Main Street, Providence, RI 02903; by phone at (401) 274-4400; and online at www.riag.ri.gov. A total of 6 Rhode Island resident may be impacted by this incident. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.