



HILL WARD HENDERSON

ATTORNEYS AT LAW

SENDER'S DIRECT DIAL:

813-227-8469

SENDER'S EMAIL:

Robert.Shimberg@hwlaw.com

September 22, 2020

Via E-mail and U.S. Mail

Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

RECEIVED

SEP 28 2020

CONSUMER PROTECTION

To Whom It May Concern:

This law firm represents Outsource, Inc. This communication shall serve as formal written notice to your office pursuant to N.H. Rev. Stat. §359-C:20 that Outsource's systems have been the target of a cyber-attack by a hacker. Approximately four (4) residents of New Hampshire have been affected and will be notified in the coming days via written notice. Attached is a copy of the notice that will be mailed to those residents, which describes the nature of the breach and steps Outsource has taken to remedy the breach and prevent any potential future breaches.

If you have any questions, my contact information is below, as well as the contact information of the law enforcement agency we notified about the incident.

Seminole County Sheriff's Office
Seminole Financial Crimes Task Force
Detective/CFCI Deborah Jacobs
100 Eslinger Way
Sanford, FL 32773
djacobs@seminolesheriff.org
(407) 665-1428
Report No.: 202000005168

Legal Counsel Contact:
Robert A. Shimberg, Esq.
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U.S. Secret Service also notified.

Please let me know if you have any questions. Thank you very much.

Sincerely,

HILL WARD HENDERSON

Robert A. Shimberg

Robert A. Shimberg

RAS/rsb
Enclosures



September 21, 2020

Re: Criminal Hacking Incident at Outsource, Inc. ("Outsource")

Dear Employee:

Since Outsource was founded in 1993, the company has always strived to have a strong relationship with our employees. As a part of this relationship, we understand the importance of protecting personal information. I am writing to inform you about a criminal hacking incident that has occurred at Outsource; and it may have resulted in the access and or acquiring of some of your personal information.

We learned on August 24, 2020 that our computer systems had been hacked and our files encrypted through a ransomware related incident. On August 28, 2020, we learned that the outside unauthorized party (the hacker(s)) may have had access to or acquired some of your personal information, which could have included your: name, date of birth, social security number, driver's license number, email address, internal user name and timekeeping password.

Upon learning of the incident, we immediately engaged a cybersecurity firm to assist us and we contacted law enforcement. The breach was stopped and a number of steps have been taken to further strengthen the security of our systems to help prevent this type of criminal incident from happening again. We have been told that the hacker(s) posted a file on the "dark web" titled "Outsource 1% published OutsourceOPP and Timesheet," however, the cybersecurity firms working with us have not been able to verify the contents of the file(s).

We recommend that you remain vigilant in reviewing your account and credit card statements closely, monitor the three (3) credit reporting agencies and report any suspected identity theft to law enforcement immediately.

To assist you in these efforts, Outsource is making available to you a one-year subscription (at no cost to you) including three (3) credit bureau monitoring, dark web internet monitoring and managed identity fraud services. To take advantage of this, follow the instructions on the Monitoring Activation Instructions page. Full benefits and details of the subscription will be provided by the third-party provider upon activation.

Below is additional information on ways to protect yourself:



MORE INFORMATION ON WAYS TO PROTECT YOURSELF

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity, and you should promptly change your username or password and security question or answer. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-525-6285; *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742; and *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800.

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. You should also contact the Federal Trade Commission and/or the Attorney General's office in your state.¹ You can obtain information from these sources about fraud alerts and security freezes as well as other steps an individual can take to avoid identity theft. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft.

A security freeze on your credit report prevents third parties from receiving a copy of your credit report without your approval. The Fair Credit Reporting Act allows you to place a security freeze on your credit report free of charge. You will need to request the security freeze with each of the three credit bureaus online, by phone or by mail. You will not be able

¹ For **MARYLAND** residents, the contact information for Maryland's Attorney General is: 200 St. Paul Place, Baltimore, MD 21202; (410) 528-8662; <https://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>

For **NEW YORK** residents, the contact information for New York's Attorney General is: 1-800-788-9071; <https://ag.ny.gov/internet/data-breach>

For **NORTH CAROLINA** residents, the contact information for North Carolina's Attorney General's Office is: Consumer Protection, 9001 Mail Service Center, Raleigh, NC 27699-9001; (919) 716-6000; www.ncdoj.gov/protecting-consumers.



to open new lines of credit if a security freeze is in place. A security freeze can be temporarily lifted for a period of time or removed. To request a temporary lift or to remove a security freeze, you will have to contact each of the three credit bureaus. If you request a temporary lift online or by phone, a credit bureau must lift a freeze within one hour. By mail it may take up to three business days after receiving your request. This is the most secure way to protect your credit.

Please let me know if you have any questions. You can contact me by email or by phone.

Sincerely,

Sam Bevin

Sam Bevin, President and CEO
Email: bevlins@outsource-inc.com
Phone: (407) 772-5903

MONITORING ACTIVATION INSTRUCTIONS

Instructions for Establishing Alert Services for Monitoring

For your protection, you are required to authenticate your identity before we can activate your credit monitoring service. This is an important step in protecting your identity so please do this as soon as possible.

To complete the authentication process and activate credit monitoring, please follow these easy steps:

1. Visit <https://outsourcinc.merchantsinfo.com> and click the red button "Sign up takes 3 minutes, WITH INSTANT PROTECTION!"
2. You will be prompted to enter this promotional code: [REDACTED] in the promotional code field and then click "Apply"
3. Click the blue "Enroll" button
4. Follow the instructions on each page to complete your enrollment and online authentication.

In order to authenticate your identity, you may be asked to provide information that is already contained in your credit file. This is to assure that you are the rightful owner of the information. If you have any questions regarding your credit monitoring services or you encounter a problem while enrolling you may call the Recovery Care Center at 1-800-505-5440 and a representative will be happy to assist you.

About Fraud Alerts

A fraud alert is a notation on your credit file that tells creditors to contact you before opening any new accounts or changing your existing accounts. Once you notify one of the three national credit bureaus of your fraud alert, the others will be notified to place a fraud alert as well. The bureau that you contacted will also send a copy of your credit report to you.

You may receive assistance with placing an alert by calling the Recovery Care Center or to place a fraud alert yourself you can call any of the credit reporting agencies below.

Equifax: 1-800-525-6285; www.equifax.com

Experian: 1-888-397-3742; www.experian.com/consumer

TransUnion: 1-800-916-8800; www.transunion.com

To request assistance regarding an identity theft incident, please call the Recovery Care Center at:

Toll Free 800-505-5440
Telephones are answered 24 hours a day, 7 days a week
Recovery Advocate hours are 8AM – 8PM EST

Services provided by Merchants Information Solutions, helping consumers "get smart" about credit for over 100 years. Since 1912, Merchants has helped thousands of persons protect their credit, and provides certified Identity Theft Recovery professionals to manage the problem of identity theft, should fraud occur.