



Pérez Art Museum Miami  
1103 Biscayne Blvd.  
Miami, FL 33132  
305 375 3000  
pamm.org



September 5, 2020

**VIA ELECTRONIC MAIL**

Consumer Protection Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
Email: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

**RE: Security Incident Notification**

Dear Sir/Madam:

I am writing to notify you of a security incident experienced by Blackbaud, a vendor the Pérez Art Museum Miami (PAMM) uses for fundraising and financial management software, involving personal information of one New Hampshire resident. On July 16, Blackbaud notified PAMM that an unauthorized third party obtained data from Blackbaud as part of an attempted ransomware attack. On August 26, PAMM learned that the attack may have exposed credit card and bank account information for certain customers and donors. Over the past month, PAMM has been working with Blackbaud and external professionals to learn more about the incident and the scope of information involved. Blackbaud has released an official statement at <https://www.blackbaud.com/securityincident>.

In response to the incident, Blackbaud engaged independent forensic experts and law enforcement to investigate the incident and assist in remediation. Blackbaud also implemented security measures designed to prevent recurrence of such an attack. Additionally, PAMM is evaluating how it can work with Blackbaud to implement additional protective actions to prevent future security incidents.

Personal information of the New Hampshire resident affected by the incident potentially includes his/her first and last name, mailing address, and credit card and bank account information. Blackbaud has stated that the data obtained through the attack was destroyed and does not believe that information has been misused or disseminated. As such, Blackbaud and PAMM are not offering credit monitoring or identity theft protection services. Out of an abundance of caution, we intend to mail notice to the individual by September 18, 2020.





A sample of the notification letter we plan to send to the affected individual is enclosed. Please contact me by phone at 305-375-1710 or by email at [tvento@pamm.org](mailto:tvento@pamm.org) if you need any additional information regarding this incident.

Sincerely,

*/s/ M. Therese Vento*

M. Thérèse Vento  
Deputy Director for Legal and Government Affairs, and General Counsel





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 1103 Biscayne Blvd.  
 Miami, FL 33132  
 305 375 3000  
 pamm.org



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 <<Address 5>>  
 <<City>><<State>><<Zip>> <<Date>>  
 <<Country>>

Dear <<Name 1>>:

We are writing to inform you about a data incident experienced by Blackbaud, a vendor the Pérez Art Museum Miami (PAMM) uses for fundraising and financial management software. On July 16, Blackbaud notified PAMM that an unauthorized third party obtained data from Blackbaud as part of an attempted ransomware attack. On August 26<sup>th</sup>, we learned that the attack may have exposed credit card and bank account information for certain customers and donors. For the past month, PAMM has been working with Blackbaud and external professionals to learn more about the incident and the scope of information involved. Blackbaud has released an official statement at [www.blackbaud.com/securityincident](http://www.blackbaud.com/securityincident).

If you notice fraudulent activity, please contact your bank or credit card company immediately. We appreciate our relationship with you and protecting the privacy of your personal information is important to us. We sincerely regret any inconvenience the Blackbaud incident may cause you. Should you have any further questions, please call our Customer Response Center at (786) 345-5688 or email us at PAMMinfo@pamm.org.

Sincerely,

*/s/ Mark Rosenblum*

Mark B. Rosenblum  
 Chief Operating Officer

