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May 5, 2022

VIA E-MAIL (DOJ-CPB@DOJ.NH.GOV)

Attorney General John Formella
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Formella:

We are writing on behalf of our client, Phillips Academy, to notify you of a data security incident.

Phillips Academy recently concluded an investigation of an incident that involved unauthorized access to one employee email account. Upon discovering the incident, Phillips Academy immediately took steps to ensure its email environment was secure. Through the investigation, it was determined that an unauthorized party intermittently accessed the account between September 30, 2021 and November 22, 2021. The investigation was unable to determine whether the unauthorized party actually viewed any emails or attachments during that time. Phillips Academy, therefore, completed a thorough review of the emails and attachments in the involved employee email account to identify the individuals whose personal information was contained within the mailbox. Through that review, Phillips Academy determined that an email or attachment in the involved account contained the name and Social Security number of one New Hampshire resident.

Beginning on May 5, 2022, Phillips Academy will mail a notification letter via United States Postal Service First-Class mail to the single New Hampshire resident, in accordance with N.H. Rev. Stat. Ann. § 359-C:20. A copy of the notification letter is enclosed.¹ Phillips Academy

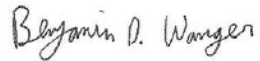
¹ This report does not waive Phillips Academy's objection that New Hampshire lacks personal jurisdiction over it related to any claims that may arise from this incident.

Attorney General Formella
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is offering the New Hampshire resident a complimentary one-year membership to Experian's IdentityWorks, which includes credit monitoring and fraud protection services.

To help prevent another incident from occurring, Phillips Academy is taking steps to further enhance the security of its email environment.

Sincerely,

A handwritten signature in cursive script that reads "Benjamin D. Wanger".

Benjamin D. Wanger
Counsel

Enclosure



Phillips Academy

ANDOVER

<<First Name>> <<Last Name>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

<<Date>>

Dear <<First Name>>:

Phillips Academy recognizes the importance of protecting the personal information we maintain. We are writing to let you know of an incident that involved some of your personal information. This notice explains the incident, the measures we have taken, and some additional steps you may consider taking in response.

We recently concluded our investigation of an incident that involved unauthorized access to one employee email account. Upon discovering the incident, we immediately took steps to ensure our email environment was secure. Through the investigation, we determined an unauthorized party intermittently accessed the account between September 30, 2021 and November 22, 2021. The investigation was unable to determine whether the unauthorized party actually viewed any emails or attachments during that time. We, therefore, completed a thorough review of the emails and attachments in the involved employee email account to identify the individuals whose personal information was contained within the mailbox. Through that review, we determined that an email or attachment in the involved account contained your name and Social Security number. We then conducted research to gather the information needed to send notice to individuals whose information was involved in this incident.

In addition, we arranged for you to receive a complimentary one-year membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. These services are completely free to you and enrolling in these services will not hurt your credit score. For more information on identity theft prevention, additional steps you can take in response, and instructions on how to activate your complimentary one-year membership, please see the information provided with this letter.

We regret that this incident occurred and apologize for any inconvenience. To help prevent another incident from occurring, we are taking steps to further enhance the security of our email environment. If you have any questions about the incident, please call <<Phillips Point of Contact>> at <<Phone Number>> Monday through Friday from <<Hours of Operation>> Eastern Time

Sincerely,

Fernando R. Alonso
Assistant Head of School for Operations and Finance, CFO
Phillips Academy

ENROLLMENT INSTRUCTIONS

To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: July 5, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** [code]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [877.288.8057](tel:877.288.8057) by **July 5, 2022**. Be prepared to provide engagement number as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR ONE-YEAR EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [877.288.8057](tel:877.288.8057). If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. 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, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *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 the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also 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. 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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.