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BakerHostetler

CONSUMER PROTECTION

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December 17, 2019

VIA OVERNIGHT MAIL

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Security Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, Preservation Management, Inc., (“Preservation”), to notify your office of a security incident involving New Hampshire residents.

Preservation recently concluded an investigation and analysis of a data security incident involving unauthorized access to an employee’s email account that contained personal information. Upon learning of the incident, Preservation took immediate steps to secure the email account, launched an investigation, and a cybersecurity firm was engaged to assist. Findings from Preservation’s investigation indicate that an unauthorized individual gained access to an employee’s email account at various times between March 21, 2019 and July 31, 2019. The investigation determined that personal information of 82 New Hampshire residents was potentially accessible, including their name, address, Social Security number, driver’s license number, passport, and other information submitted in connection with an application for housing or employment with Preservation Management, Inc.

On December 16, 2019, Preservation began mailing written notifications to potentially affected New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the enclosed letter. Preservation is offering these individuals complimentary membership in credit monitoring and identity theft protection services through Kroll. Preservation is also providing a telephone number for potentially affected individuals to call with any questions they may have about the incident.

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

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To help prevent a similar incident from occurring in the future, Preservation has implemented additional safeguards and technical security measures to further protect personal information and Preservation is providing its employees with additional training regarding phishing emails.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

M. Scott Koller

M. Scott Koller
Partner

Enclosures



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

NOTICE OF DATA BREACH

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

We are writing to inform you that we recently identified and addressed a security incident that may have involved some of your information. This letter explains the incident, measures we have taken, and some steps you can take in response.

What Happened

We recently concluded an investigation and analysis of a data security incident involving unauthorized access to an employee's email account that contained personal information. Upon learning of the incident, we immediately took steps to secure the email account, launched an investigation, and a cybersecurity firm was engaged to assist. Findings from our investigation indicate that an unauthorized individual gained access to an employee's email account at various times between March 21, 2019 and July 31, 2019. The investigation was not able to determine which emails and attachments were accessed or acquired by the unauthorized person.

What Information Was Involved

We conducted a thorough review of the contents of the email account and, on September 13, 2019, identified an email or an attachment that may have contained some of your personal information, including your name, address, Social Security number, driver's license number, passport, and other information submitted in connection with an application for housing or employment with Preservation Management, Inc.

What We Are Doing

We wanted to make you aware of our findings and assure you that we take this type of incident very seriously. To help prevent this type of incident from happening in the future, we are implementing enhanced security measures and providing additional data security training to employees.

What You Can Do

As an added precaution, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a leader in risk mitigation and response, and their team has experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <<IDMonitoringURL>> to activate and take advantage of your identity monitoring services.

You have until <<Date>> to activate your identity monitoring services.

Membership Number: <<Member ID>>

For More Information

We regret that this incident occurred and apologize for any inconvenience. If you have any questions about this matter, please call 1-???-???-???? Monday through Friday between 6:00 a.m. and 3:30 p.m. PST.

Sincerely,

Gail D. Berlinger
Vice President of Support Services

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for 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 agencies.

To order your annual free credit report please visit www.annualcreditreport.com or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You have the ability to place a security freeze on your credit report.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. 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 home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Maryland residents: You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services¹ from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

¹ Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.