

RECEIVED
NOV 30 2020
CONSUMER PROTECTION



Legal
35 W Wacker, 36th Floor Chicago,
IL 60601-9703
w rrd.com

November 13, 2020

VIA U.S. Mail

Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: R. R. Donnelley & Sons Company Personal Information Breach Notification

Dear Sir or Madam:

We are writing to inform you of an incident that involved the release of personal information of fifty-six (56) New Hampshire residents.


On October 9, 2020, R. R. Donnelley & Sons Company ("RRD") produced and mailed routine medical and life insurance benefits notices to its former employees enrolled in RRD's Retiree Welfare Benefits Program. Due to a programming error, the Employee User Identification Number ("Employee User ID") was printed on the outside envelope. For a subset of the RRD former employees, the Employee User ID disclosed was the individual's Social Security Number. The Social Security Number was printed without dashes, spaces or any other indicating markings.

RRD became aware of the release of personal information on October 29, 2020 when we received notice from former employees, who contacted our benefits administrative service provider.

Notification will be made to the affected individuals on November 16, 2020. The template of this notification letter is attached. Twenty-four months of credit monitoring services will be offered to the impacted individuals.

If you have additional questions, please contact RRD's Compliance Officer, Deborah Steiner, by phone at: 1.800.742.4455 or by email at ethics@rrd.com.

Sincerely,


Ken O'Brien (Nov 13, 2020 12:41 CST)

Ken O'Brien
Executive Vice President, CIO
dataprivacy@rrd.com



November 16, 2020

[Name]
[Street Address] [City,
State Zip Code]

Dear [Name]:

We are writing to notify you of a matter that involved the inadvertent disclosure of some personal information about you held by R. R. Donnelley & Sons Company ("RRD"). We deeply regret this situation and are keenly aware of how important the security and privacy of your personal information is to you.

WHAT HAPPENED?

On October 9, 2020, due to a programming error, your former Employee User Identification Number ("Employee User ID") was inadvertently printed on the outside envelope of your routine Benefits Annual Enrollment materials. Your Employee User ID was your Social Security Number. As a result of our error, your Social Security Number was printed on the outside envelope of your mailing. Your Social Security Number was printed without dashes, spaces, or any other identifying marks and we have no evidence of misuse of this information.

WHAT INFORMATION WAS INVOLVED?

The personal information was your Social Security Number.

WHAT WE ARE DOING.

RRD initially became aware of the matter on October 29, 2020 after an inquiry from some of RRD's Retiree Welfare Benefits Plan participants. RRD immediately began investigating to begin corrective action. We are no longer providing Employee User ID as a data field to our printing vendor for their use in matching personalized letters to personalized envelopes. We are also working to change Employee User ID to a unique identifier that is something other than the employee's Social Security Number.

WHAT YOU CAN DO.

At this time, we are not aware of any misuse of the information. As a precautionary measure, we encourage all individuals to remain vigilant for incidence of fraud and identity theft by reviewing account statements, monitoring free credit reports, and promptly reporting any suspicious activity. Additionally, RRD has arranged for you to enroll, at your option, in a two-year membership of Experian's® IdentityWorksSM at no cost to you. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 02/28/21** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- 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 877-890-9332 by **02/28/21**. Be prepared to provide RRD's engagement number **B006600** as proof of eligibility for the identity restoration services by Experian.

For additional details on Experian's IdentityWorks membership, please see the enclosed instruction sheet "**ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP.**"

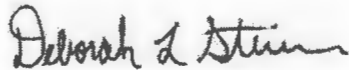
Kindly note: Due to Experian's security measures, if you attempt to login to your account from a location outside the U.S., you may not be able to gain access to your account. If you are located outside of the U.S., please call Experian's international non-toll free number **877-890-9332** to get account related information while located outside the U.S.

For additional information on other steps you can take, please see the enclosed sheet "**ADDITIONAL STEPS TO PROTECT YOURSELF.**"

FOR MORE INFORMATION

Please contact the RRD Benefits Center at **1-877-RRD-4BEN (1-877-773-4236)**.

Sincerely,

A handwritten signature in cursive script that reads "Deborah L. Steiner".

Deborah Steiner
Chief Compliance Officer
ethics@rrd.com

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH 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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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 **877-890-9332**. 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 one year 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 TO PROTECT YOURSELF

Directions for Placing a Fraud Alert

You may want to consider placing an initial fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts.

Fraud Alerts: There are also two types of fraud alerts that can be placed on credit reports to put creditors on notice that a consumer may be a victim of fraud: an initial alert and an extended alert. Consumers may ask that an initial fraud alert be placed on their credit report if they suspect they have been, or are about to be, a victim of identity theft. An initial fraud alert stays on credit reports for at least one year. An extended alert may be placed on credit reports if consumers have already been a victim of identity theft, with the appropriate documentary proof, and stays on credit reports for seven years. Consumers may place a fraud alert on their credit reports by contacting the toll-free fraud number of any of the three national credit reporting agencies listed below.

Credit Freezes: Consumers have the right to place a credit freeze or security freeze (referred to as "credit freeze") on their consumer reports. A credit freeze is designed to prevent credit, loans and services from being approved in a consumer's name without the consumer's consent. Using a credit freeze, however, may delay ability to obtain credit. Consumers may request that a freeze be placed on credit reports by sending a request to a credit reporting agency online or by certified mail, overnight mail or regular stamped mail to the three national reporting agencies listed below. Unlike a fraud alert, a credit freeze must be separately placed on a consumer's credit file at each credit reporting company. More information can be obtained about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below.

How to Place an Alert: You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies. The agency that processes your fraud alert will notify the other two credit reporting agencies on your behalf. An initial fraud alert stays on your credit report for 90 days. When you place this alert on your credit report, you will receive information about ordering one free credit report from each of the credit reporting companies. Once you receive your reports, review them carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), full name and employer(s). Notify the credit reporting companies if any information is incorrect.

Equifax: 877-478-7625 www.equifax.com; PO Box 740241, Atlanta GA, 30374-0241

Experian: 888-397-3742 www.experian.com; PO Box 9532, Allen TX 75013

TransUnion LLC: 800-680-7289 www.transunion.com; PO Box 6790, Fullerton CA 92834

Directions for Obtaining a Credit Report

Please remember that while this matter may not involve significant risk, it is always good practice to take sensible steps to protect yourself by regularly reviewing your account statements and your credit report. As you may know, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the major credit reporting agencies. You may obtain a free copy of your credit report by calling 1-877-FACT ACT (1-877-322-8228) or by visiting www.annualcreditreport.com.

Additional Resources

Additional information on identity theft is available from the Federal Trade Commission (FTC). Consumers may obtain information about preventing and avoiding identity theft from the Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), <https://www.consumer.ftc.gov/>. If you are a resident of North Carolina, you may also obtain information from the North Carolina Office of the Attorney General by contacting them at 919.716.6400 and at their website: <https://ncdoj.gov/contact-doj/>. If you are a resident of Maryland, you may also obtain information from the Maryland Office of the Attorney General by contacting them at 1-888-743-0023 and at their website: <https://www.marylandattorneygeneral.gov/>.