

PERSONAL & CONFIDENTIAL
ATTORNEY-CLIENT COMMUNICATION

STATE OF NH
DEPT OF JUSTICE
2017 FEB 21 PM 1:37



Metropolitan Center
One Meadowlands Plaza, Suite 120
East Rutherford, New Jersey 07073
Phone 201-460-9600
Fax 201-460-9988

February 16, 2017

Via U.S. Mail

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

I am writing on behalf of RC Andersen, LLC ("RC Andersen" or the "Company") to inform you of a security incident potentially affecting one (1) New Hampshire resident.

On January 26, 2017, the Company discovered that an employee's e-mail account had been criminally hacked. RC Andersen immediately commenced an investigation. While the investigation revealed that the hacker had misused the hacked e-mail account to send fraudulent e-mail, the investigation found no evidence that the hacker had accessed or acquired any personal information contained in the account. However, the Company cannot conclusively rule out the possibility that personal information was unlawfully acquired.

RC Andersen will send a notification to the potentially affected New Hampshire resident on or about February 16, 2017, and offer the resident a two-year membership in Experian's ProtectMyID Elite identity protection product at no cost to the resident. A copy of the template notice is enclosed with this letter.

If you have any questions concerning this matter, please do not hesitate to contact me at 201-460-9600 or bob@rcandersen.com.

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert C. Andersen', is written in a cursive style.

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February 16, 2017

INSERT NAME
INSERT ADDRESS
INSERT ADDRESS

Dear [INSERT NAME]:

RC Andersen, LLC ("RC Andersen" or the "Company") is committed to safeguarding its employees' personal information. Unfortunately, even the strongest safeguards cannot prevent all criminal hacking, and I need to write to you about such a security incident because it may have affected your personal information. I also want to tell you about the steps RC Andersen is taking in response.

On January 26, 2017, the Company discovered that an employee's e-mail account had been criminally hacked. RC Andersen immediately commenced an investigation. While the investigation revealed that the hacker had misused the hacked e-mail account to send fraudulent e-mail, the investigation found no evidence that the hacker had accessed or acquired any personal information contained in the account. Nonetheless, out of an abundance of caution, the Company determined that the hacked e-mail account contained the personal information of certain individuals, including your name and Social Security number. In addition to conducting its own investigation, the Company has reported the incident to federal law enforcement and will cooperate with any investigation.

As another step in response to this situation, RC Andersen is offering you identity protection at no cost to you through Experian, one of the three nationwide credit bureaus. The identity protection product, called ProtectMyID Elite, provides fraud resolution services, fraud detection tools and other benefits. Starting today, if you suspect that your personal information has been used fraudulently, you can call Experian's fraud resolution agents to assist you to investigate and resolve any incidents of fraud. You may take advantage of this benefit, at any time, until February 23, 2019 by calling the toll-free number below; no enrollment or activation is necessary. The terms and conditions for fraud resolution are located at www.experian.com/fraudresolution.

While fraud resolution assistance is immediately available to you, we also encourage you to activate your membership in ProtectMyID Elite. ProtectMyID Elite will monitor your personal information and alert you of any signs of identity theft. In addition, ProtectMyID Elite will provide

fraud resolution assistance indefinitely through its ExtendCARE service if you activate your membership before February 23, 2019. Please review the information about ProtectMyID Elite's additional benefits that is enclosed with this notice. To start monitoring your identity, please follow the steps below:

- **Visit** the ProtectMyID website to enroll: www.protectmyid.com/protect
- **Provide** your activation code: **[code]**

You must enroll before the product expires on February 23, 2019.

If you have questions, need assistance with fraud resolution, or would like an alternative to enrolling in ProtectMyID online, please contact Experian's customer care team at **866-751-1324**. Be prepared to provide engagement number # **PC106615** as proof of eligibility for the fraud resolution services by Experian.

In addition to arranging for two years of free identity protection, we have included with this letter additional information on steps you can take to reduce the risk of tax-related identity fraud and to protect the security of your personal information. We urge you to review this information carefully.

We deeply regret any inconvenience this incident might cause you. If you have any questions, please contact Chris Rourke at (201) 460-9600 or at co'rourke@rcandersen.com.

Sincerely,

Robert Andersen
President

Steps To Protect The Security Of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused.

1. Enroll in ProtectMyID™ Elite. You must personally activate identity monitoring for it to be effective. The notice letter contains instructions and information on how to activate ProtectMyID Elite's fraud detection tools. If you need assistance or if you want to enroll by telephone, you should contact Experian directly at 866-751-1324. Experian's ProtectMyID product will provide the following:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors the Experian file for indicators of fraud.
- **Internet Scan:** Alerts you if your information is found on sites containing compromised data.
- **Address Change Alerts:** Alerts you of changes to your mailing address.
- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- **\$1 Million Identity Theft Insurance¹:** Provides coverage for certain costs and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** Get help replacing credit, debit, and medical insurance cards.

Please direct questions about the ProtectMyID Elite product to Experian and provide Engagement # **PC106615**. Enrolling in ProtectMyID Elite will not affect your credit score. The terms and conditions for Experian Fraud Resolution are available here: www.experian.com/fraudresolution.

2. Review your credit reports. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three national credit bureaus. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report from one of the three credit bureaus every four months.

3. Review your account statements. You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities and other service providers.

4. Remain vigilant and respond to suspicious activity. If you receive an e-mail or mail alert from Experian or observe any other suspicious activity, contact a ProtectMyID Elite fraud resolution representative Toll-Free at 866-751-1324 or www.protectmyid.com. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You also should consider reporting such activity to your local police department, your state's attorney general, and the Federal Trade Commission.

5. Consider placing a fraud alert with one of the three national credit bureaus. You can place an initial fraud alert by contacting one of the three national credit bureaus listed below. For 90 days, an initial 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. If you decide to enroll in ProtectMyID, you should place the fraud alert after enrolling. You can also receive information from all three bureaus regarding how to place a security freeze. The contact information for all three bureaus is as follows:

¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for term, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Equifax
P.O. Box 740256
Atlanta, Georgia 30374
1-800-525-6285
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-680-7289
www.transunion.com

6. Additional Information. You can obtain additional information about steps you can take to prevent identity theft, including how to place a fraud alert or security freeze, from the following:

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW, Washington, DC 20580
<http://www.ftc.gov/bcp/edu/microsites/idtheft/>
(877) IDTHEFT (438-4338) / TDD: (866) 653-4261

Firmwide:145882465.1 999999.6980