



Julie A. Keersmaekers  
1700 Lincoln Street, Suite 4000  
Denver, Colorado 80203  
Julie.Keersmaekers@lewisbrisbois.com  
Direct: 720.292.2047

September 10, 2021

**VIA EMAIL**

Attorney General Gordon MacDonald  
Office of the Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301  
Email: DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

To Whom It May Concern:

Lewis Brisbois Bisgaard & Smith LLP (“Lewis Brisbois”) represents Rehabilitation Support Services, Inc. (“RSS”) in connection with a recent data security incident described in greater detail below. RSS provides rehabilitation and recovery-oriented services throughout the state of New York aimed at addressing the needs of persons with mental illness and/or substance abuse. RSS takes the protection of all information within its possession very seriously and has taken significant steps to help prevent a similar incident from occurring in the future.

**1. Nature of the Security Incident.**

On June 1, 2021, RSS detected suspicious activity within its network that temporarily disrupted access to certain files and RSS computers. RSS immediately launched an investigation and engaged cybersecurity experts to assist in its response to the incident. Furthermore, RSS reported the incident to law enforcement, including the Federal Bureau of Investigation (“FBI”), and is cooperating with the FBI in hopes of holding the perpetrator(s) accountable. On June 11 and 25, 2021, RSS found certain of its files were taken by unauthorized actors in the course of the incident and published on a dark web website. After a thorough and time-intensive review of the files, on August 5, 2021, RSS learned that certain personal information and/or protected health information was located in the files acquired without authorization. Immediately thereafter, RSS worked diligently to identify address information for all impacted individuals, which was completed on August 16, 2021.

The potentially impacted information varies per individual but may include: name, address, date of birth, Social Security number, health insurance information, and/or medical diagnosis or treatment information.

## **2. Number of New Hampshire Residents Affected.**

RSS notified one potentially affected New Hampshire resident via first class U.S. mail beginning on September 8, 2021. RSS provided complimentary credit monitoring and identity protection services through Equifax to that individual. A sample copy of the notification letter is included with this correspondence.

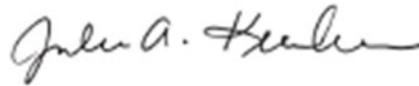
## **3. Steps Taken Relating to the Incident.**

RSS has taken steps in response to this incident to help prevent similar incidents from occurring in the future, including working with leading cybersecurity experts to enhance the security of its network environment.

## **4. Contact Information.**

RSS remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at 720.292.2047 or via email at [Julie.Keersmaekers@lewisbrisbois.com](mailto:Julie.Keersmaekers@lewisbrisbois.com). Please include Amanda Novak at [Amanda.Novak@lewisbrisbois.com](mailto:Amanda.Novak@lewisbrisbois.com) on any correspondence.

Very truly yours,



Julie A. Keersmaekers of  
LEWIS BRISBOIS BISGAARD &  
SMITH LLP

Encl.: Sample Consumer Notification Letter



Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>> <<Date>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

**Re: Notice of Data Security Incident**

Dear <<Name 1>>:

We are writing to inform you of a recent cyber incident experienced by Rehabilitation Support Services, Inc. (“RSS”) that may have involved your personal information. RSS takes the privacy and security of your information very seriously, which is why we are informing you of the incident and offering you complimentary credit monitoring and identity protection services.

**What Happened:** On June 1, 2021, RSS detected suspicious activity within its network that temporarily disrupted access to certain files and RSS computers. We immediately launched an investigation and engaged cybersecurity experts to assist in our response to the incident. Furthermore, we reported the incident to law enforcement, including the Federal Bureau of Investigation (“FBI”), and are cooperating with the FBI in hopes of holding the perpetrator(s) accountable. On June 11 and 25, 2021, RSS found certain of its files were taken by unauthorized actors in the course of the incident and published on a dark web website. After a thorough and time-intensive review of the files, on August 5, 2021, RSS learned that your personal information and/or protected health information was located in the files acquired without authorization. Immediately thereafter, RSS worked diligently to identify address information for all impacted individuals, which was completed on August 16, 2021.

**What Information Was Involved:** The incident involved your: <<Data Elements>>.

**What We Are Doing:** As soon as we discovered the incident, we took the steps described above. In addition, we have implemented additional measures to enhance the security of our digital environment in an effort to minimize the likelihood of a similar event occurring in the future. Furthermore, we have been assisting the FBI’s investigation into the matter.

We are providing you with steps that you can take to help protect your personal information, and, as an added precaution, we are offering you complimentary identity protection services through Equifax, a leader in risk mitigation and response. These services include <<CM Length>> months of credit monitoring, dark web monitoring, up to \$1,000,000 in identity theft insurance coverage, and identity theft restoration services.

**What You Can Do:** We encourage you to follow the recommendations on the next page to help protect your information. We also encourage you to enroll in the complimentary services offered by going to [www.equifax.com/activate](http://www.equifax.com/activate) or calling 1-866-640-2273 and using the activation code <<Activation Code>>. Please note that the deadline to enroll is <<Enrollment Deadline>>.

**For More Information:** If you have any questions regarding the incident or would like assistance with enrolling in the services offered, please call 800-710-2138 between 9:00 a.m. and 9:00 p.m. Eastern Time, Monday through Friday.

We remain dedicated to protecting your personal information and apologize for any concern or inconvenience this may cause you.

Sincerely,

William DeVita  
Rehabilitation Support Services, Inc.

Rehabilitation Support Services, Inc. | 5172 Western Turnpike | Altamont, NY 12009

## Steps You Can Take to Further Protect Your Information

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
1-888-548-7878  
[www.equifax.com](http://www.equifax.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[www.consumer.ftc.gov](http://www.consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[www.oag.state.md.us](http://www.oag.state.md.us)  
1-888-743-0023

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[www.ncdoj.gov](http://www.ncdoj.gov)  
1-877-566-7226

**Rhode Island  
Attorney General**

150 South Main Street  
Providence, RI 02903  
[www.riag.ri.gov](http://www.riag.ri.gov)  
1-401-274-4400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include the right to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).



Enter your Activation Code: <<Activation Code>>  
Enrollment Deadline: <<Enrollment Deadline>>

### **Equifax Credit Watch™ Gold**

\*Note: You must be over age 18 with a credit file to take advantage of the product.

#### **Key Features**

- Credit monitoring with email notifications of key changes to your Equifax credit report
- Daily access to your Equifax credit report
- WebScan notifications<sup>1</sup> when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts<sup>2</sup>, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock<sup>3</sup>
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft<sup>4</sup>

#### **Enrollment Instructions**

Go to [www.equifax.com/activate](http://www.equifax.com/activate).

Enter your unique Activation Code of <<Activation Code>> then click “Submit” and follow these 4 steps:

1. **Register:**  
Complete the form with your contact information and click “Continue”.  
*If you already have a myEquifax account, click the ‘Sign in here’ link under the “Let’s get started” header.  
Once you have successfully signed in, you will skip to the Checkout Page in Step 4.*
  2. **Create Account:**  
Enter your email address, create a password, and accept the terms of use.
  3. **Verify Identity:**  
To enroll in your product, we will ask you to complete our identity verification process.
  4. **Checkout:**  
Upon successful verification of your identity, you will see the Checkout Page.  
Click ‘Sign Me Up’ to finish enrolling.
- You’re done!**  
The confirmation page shows your completed enrollment.  
Click “View My Product” to access the product features.

<sup>1</sup> WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers’ personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers’ personal information is at risk of being traded.

<sup>2</sup> The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

<sup>3</sup> Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer’s identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit [www.optoutprescreen.com](http://www.optoutprescreen.com).

<sup>4</sup> The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.