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CONSUMER PROTECTION

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September 14, 2020

VIA OVERNIGHT MAIL

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

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, Salem State University (“Salem State”), to provide notice of a security incident.¹

Salem State is a public university in Salem, Massachusetts. On July 16, 2020, Salem State’s third-party vendor, Blackbaud Inc. (“Blackbaud”), notified Salem State that it had discovered an attempted ransomware attack on Blackbaud’s network in May 2020. Blackbaud provides Salem State, and thousands of other non-profit organizations, with cloud-based and data solution services to manage fundraising activities and donor relations. Blackbaud reported that it conducted an investigation, determined that copies of backup files containing information from its clients had been taken from its network, and an attempt was made to encrypt files to convince Blackbaud to pay a ransom. Blackbaud paid a ransom and obtained confirmation that the files that had been removed had been destroyed. Blackbaud reported that it has been working with law enforcement. Upon learning of the incident from Blackbaud, Salem State conducted its own investigation of the Blackbaud services it uses and the information provided by Blackbaud to determine what information was involved in the incident.

¹ This notice does not waive Salem State’s objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this incident.

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On August 14, 2020, Salem State determined that the backup files contained certain information pertaining to residents of New Hampshire, including their names and Social Security numbers.

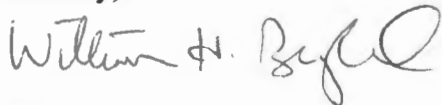
Beginning on September 14, 2020, Salem State will mail written notifications to all individuals, including the 655 New Hampshire residents, whose information was involved in the incident, in accordance with N.H. Rev. Stat. Ann. § 359-C:20, in substantially the same form as the enclosed letter.

Salem State has established a dedicated call center that individuals may call with related questions. Salem State is offering New Hampshire residents complimentary one-year memberships in credit monitoring and identity theft protection services through Experian.

To further protect personal information, Salem State is taking additional steps to protect the information of its constituents. In addition, Blackbaud has informed Salem State that it identified and fixed the vulnerability associated with this incident, implemented several changes that will better protect data from subsequent incidents, and is undertaking additional efforts to improve the security of its environment through enhancements to access management, network segmentation, and deployment of additional endpoint and network-based monitoring tools.

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

Sincerely,

A handwritten signature in black ink, appearing to read "William H. Berglund". The signature is written in a cursive style with a large, stylized initial "W".

William H. Berglund
Counsel

Enclosure

Salem State University
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



[REDACTED]

September 11, 2020

Dear [REDACTED]

We are writing to notify you of a security incident that we and many other institutions and non-profits were recently notified about by Blackbaud, an engagement and fundraising software service provider. Salem State takes the protection and proper use of your information very seriously. We are therefore contacting you to explain the incident and measures taken in response.

What Happened?

Blackbaud is a cloud-based software company that provides services to thousands of schools, hospitals, and other non-profits. On July 16, 2020, Blackbaud notified us that it had discovered a ransomware attack on Blackbaud's network in May 2020. Blackbaud reported that it conducted an investigation, determined that backup files containing information from its clients had been taken from its network, and an attempt was made to encrypt files to convince Blackbaud to pay a ransom. Blackbaud paid a ransom and obtained confirmation the files that had been removed had been destroyed. Blackbaud reported that it has been working with law enforcement. Upon learning of the incident from Blackbaud, we conducted our own investigation of the Blackbaud services we use and the information provided by Blackbaud to determine what information was involved in the incident. On August 14, 2020, we determined that the backup files contained certain information pertaining to you.

What Information Was Involved?

The backup file involved contained your name and Social Security number. Blackbaud has assured us that the backup file has been destroyed by the unauthorized individual and there is no reason to believe any data was or will be misused or will be disseminated or otherwise made available publicly.

What You Can Do.

Even though we have no evidence that your personal information has been misused, we wanted to let you know this happened and assure you we take it very seriously. As a precaution, we are offering you a complimentary membership of Experian's® IdentityWorksSM. This product provides you with identity protection and resolution of identity theft. IdentityWorks is completely free to you and enrolling in this program will not hurt your credit score. For more information on IdentityWorks, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take in response, please see the additional information provided in the following pages.

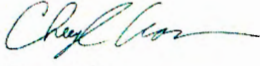
What We Are Doing.

We are notifying you of this incident and sharing the steps that we, and Blackbaud, are taking in response. Blackbaud has informed us that it identified and fixed the vulnerability associated with this incident, implemented several changes that will better protect your data from any subsequent incidents, and is undertaking additional efforts to improve the security of its environment through enhancements to access management, network segmentation, and deployment of additional endpoint and network-based monitoring tools.

For More Information.

We regret that this occurred and sincerely apologize for any inconvenience this may cause you. Your trust and confidence in Salem State are important to us. Should you have any further questions or concerns regarding this matter, please do not hesitate to contact us at 1-888-470-4111, Monday through Friday from 8am to 5pm Eastern Time.

Sincerely,

A handwritten signature in cursive script, appearing to read "Cheryl Crouse".

Cheryl Crouse
Vice President Institutional Advancement

Activate IdentityWorks Now in Three Easy Steps

1. ENROLL by: **December 2, 2020** (Your code will not work after this date.)
2. VISIT the Experian IdentityWorks website to enroll: www.experianidworks.com/3bcredit
3. PROVIDE the Activation Code: [REDACTED]

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**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at www.experianidworks.com/3bcredit
or call **(877) 890-9332** to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at **(877) 890-9332**.

* 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.

Additional information for residents of the following states:

Maryland Residents: Salem State's mailing address is 352 Lafayette Street, Salem, MA 01970 and the phone number is 978-542-7591. You may contact and obtain information from your attorney general at *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

West Virginia: You have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above.

A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.
- You have a right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.