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CONSUMER PROTECTION

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December 2, 2019

Via Certified Mail and E-mail to: attorney.general@doj.nh.gov

Gordon J. MacDonald, Attorney General  
33 Capitol Street  
Concord, NH 03301

RE: Data Security Incident Notification

Dear Attorney General MacDonald:

Our law firm, Nelson Mullins Riley & Scarborough, 215 South Monroe Street, Suite 400, Tallahassee, FL 32301, represents Sealcoating, Inc. d/b/a Indus ("Indus"), 825 Granite Street, Braintree, MA 02184, a full-service New England pavement and bridge preservation contractor. Indus recently experienced a Microsoft Office 365 e-mail compromise and will be sending the twenty-three (23) potentially affected New Hampshire residents the enclosed written notice with an offer of twelve (12) months of Equifax identity monitoring without cost.

The circumstances of the data security incident are that on August 26, 2019, Indus staff became aware that e-mails purporting to be from two company accounts may have been illegitimate or elaborately spoofed.

As a result of this incident, Indus engaged an industry-leading forensic investigation firm to investigate whether there was any compromise to its information technology environment. The investigation revealed that various e-mail accounts within its tenant were compromised by an unauthorized user between June 15, 2019 and September 5, 2019. Based upon available forensic evidence, the forensic investigation firm was unable to determine to what extent e-mails were accessed or acquired by the unauthorized individual.

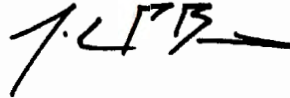
Due to the forensic investigation firm's inconclusive findings, Indus retained an additional firm to, in an abundance of caution, review *all* data contained within the e-mail accounts (without regard to whether any evidence suggesting access or acquisition of the data existed). That review, after addition of contact information, was completed on November 22, 2019, and revealed that some e-mails and attachments within the data reviewed contained personal information. With respect to the twenty-three (23) New Hampshire residents, the personal information varied by individual but collectively included Social Security numbers, driver's license numbers, and financial account numbers. However, Indus has no knowledge that any personal information was accessed or acquired by an unauthorized individual, and no knowledge of any resulting identity theft, fraud, or financial losses to any individual.

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The New Hampshire residents will be notified of the data security incident by the enclosed December 2, 2019, letter.

Please let me know if you have any additional questions regarding the notification.

Very truly yours,

A handwritten signature in black ink, appearing to read 'J. P. Brian', with a horizontal line extending to the right.

Joshua P. Brian

Enclosure: Notice to New Hampshire Residents



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

<<Mail ID>>  
<<Name 1>>  
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<<Date>>

## NOTICE OF DATA BREACH

Dear <<Name 1>>:

Sealcoating Inc. d/b/a Indus (“Indus”) respects the privacy of your information, which is why we are writing to tell you about a data security incident that may have exposed some personal information of a small number of individuals, including yours. We take the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the data security incident.

### What Happened

On August 26, 2019, our staff became aware that e-mails purporting to be from two company accounts may have been illegitimate or elaborately spoofed.

As a result of this incident, we engaged an industry-leading forensic investigation firm to investigate whether there was any compromise to our information technology environment. The investigation revealed that various e-mail accounts within our tenant were compromised by an unauthorized user between June 15, 2019 and September 5, 2019. Based upon available forensic evidence, the forensic investigation firm was unable to determine what e-mails were accessed or acquired by the unauthorized individual.

Due to the forensic investigation firm’s findings, we retained an additional firm to review all available data within the e-mail accounts, which, after addition of contact information, was completed on November 22, 2019, and revealed some e-mails and attachments contained personal information. While we are unable to confirm that any of your personal information was accessed or acquired by an unauthorized individual, we have decided to proactively provide notice and one year of identity monitoring without cost to you to ensure you can protect yourself.

### What Information Was Involved

As a result of this security incident, some of your personal information may have been accessed or acquired without authorization, which may have included your first and last name, <<Breached Elements>>.

We are notifying you so you can take appropriate steps to protect your personal information.

## What We Are Doing

To help relieve concerns following this incident, we have secured Equifax to provide identity monitoring at no cost to you for one year. Equifax, as a credit bureau with over a billion updates to data sets daily, functions as a first point of contact for credit related issues, which allows it to efficiently furnish timely notification to individuals enrolled in its identity monitoring product.

Visit [www.myservices.equifax.com/gold](http://www.myservices.equifax.com/gold) to activate and take advantage of your identity monitoring product.

You have until <<Enrollment Deadline>> to activate your identity monitoring product.

Equifax Credit Watch Gold Activation Code Number: <<Activation Code>>

Additional information describing this product is included with this letter. We encourage you to review the description and to consider enrolling in this product.

To further protect your information from unauthorized access, we have implemented heightened technical security measures designed to prevent similar incidents from occurring in the future.

## What You Can Do

Please review the enclosed "**Additional Resources**" information included with this letter, which describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

## For More Information

For further information, please call 833-935-1346 between 9:00 a.m. and 9:00 p.m. EST, Monday through Friday. We take the protection of your personal information very seriously and apologize for any inconvenience. We trust that the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,



Richard L. Goodick, Vice President



## ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

**Equifax**, P.O. Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, P.O. Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, P.O. Box 34012, Fullerton, CA 92834, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

**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 over the next twelve to twenty-four months, and immediately report incidents of suspected identity theft to both your financial provider and law enforcement.

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. You may also seek to have information relating to fraudulent transactions removed from your credit report. To order your annual free credit report, please visit [www.annualcreditreport.com](http://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](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, 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 free of charge.

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; (5) legible copy of a government issued identification card; (6) legible copy of a recent utility bill or bank or insurance statement that displays your name and current mailing address, and the date of issue; and (7) any applicable incident report or complaint filed with a law enforcement agency.

**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, <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>, 1-877-IDTHEFT (438-4338).

**State Attorney General's Office Contact Information:**

<<State AG Office Info>>.



Enter your Activation Code: <<Activation Code>>

### **Product Information**

**Equifax® Credit Watch™ Gold provides you with the following key features:**

- Equifax® credit file monitoring with alerts to key changes to your Equifax Credit Report
- Automatic Fraud Alerts<sup>1</sup> With a fraud alert, potential lenders are encouraged to take extra steps to verify your ID before extending credit
- Wireless alerts (available online only) Data charges may apply.
- Access to your Equifax® credit report
- Up to \$25,000 Identity Theft Insurance<sup>2</sup>
- Live agent Customer Service 7 days a week from 8 a.m. to 3 a.m.

### **Enrollment Instructions**

**To sign up online for online delivery go to [www.myservices.equifax.com/gold](http://www.myservices.equifax.com/gold)**

- 1. Welcome Page:** Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button.
- 2. Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.
- 3. Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
- 4. Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
- 5. Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

**To sign up for US Mail delivery, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.**

- 1. Activation Code:** You will be asked to enter your enrollment code as provided at the top of this letter.
- 2. Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
- 3. Permissible Purpose:** You will be asked to provide Equifax with your permission to access your Equifax credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
- 4. Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

<sup>1</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>2</sup> Identity theft insurance is underwritten by American Bankers Insurance Company of Florida or its affiliates. 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 terms, conditions and exclusions of coverage. Coverage may not be available in all jurisdictions.