

October 22, 2021

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1301 Avenue of the Americas  
New York, New York 10019-6022  
United States

**Via Email:** [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

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Re: Incident Notification

Dear Sir or Madam:

I am writing on behalf of my client, Sierra Wireless, Inc. (“Sierra”), to provide notice of a security incident.<sup>1</sup>

On March 20, 2021, Sierra was subject to a ransomware incident on its internal IT systems and corporate website. In response, Sierra immediately took steps to secure its systems, launched an investigation, and a leading cybersecurity firm was engaged to assist. Sierra also notified law enforcement and continue to support their investigation.

The investigation determined that the unauthorized actor gained access to certain systems within the Sierra environment at various times between approximately January 12, 2021 and March 20, 2021. During this time period, the unauthorized actor appears to have obtained a limited subset of data from certain Sierra systems. Sierra conducted a thorough review of the data to identify individuals whose personal information may have been involved. Sierra recently completed the review of the data and determined it contained some personal information, including the name, Social Security number, and financial account numbers of four New Hampshire residents.

Today, Sierra is sending a notification letter via First Class Mail to the four New Hampshire residents whose personal information may have been involved in the incident. The notice to such individuals is being provided in accordance with NH Rev. Stat. § 359-C:20. Enclosed is a sample copy of the letter. Sierra is offering 24 months of complimentary credit monitoring and fraud protection services from TransUnion as well as a toll free hotline for the individuals to call with any questions they may have.

To help prevent a similar incident from occurring in the future, Sierra implemented additional security measures designed to enhance the security of its network, systems, and data, including enhancing its security and monitoring tools with an added layer of protection to detect and identify malicious activity and assist in cleaning any potentially compromised systems.

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<sup>1</sup> This notice is not, and does not constitute, a waiver of Sierra’s objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this data security incident.

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If you have any questions or need additional information regarding this incident, please do not hesitate to contact me.

Very truly yours,

*Andrea L. D'Ambra*

Andrea L. D'Ambra  
Enclosure



<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

Sierra Wireless Inc. ("Sierra") takes the privacy and security of personal information very seriously. We are writing to let you know about a ransomware incident we recently identified and addressed that we now know involved some of your personal information. This notice explains the incident, the measures we have taken in response, and the steps you may consider taking to help protect your information.

On March 20, 2021, Sierra was subject to a ransomware incident on its internal IT systems and corporate website. In response, we immediately took steps to secure our systems, launched an investigation, and a leading cybersecurity firm was engaged to assist. We also notified law enforcement. Our investigation determined that the unauthorized actor gained access to certain systems within the Sierra environment at various times between approximately January 12, 2021 and March 20, 2021. During this time period, the unauthorized actor appears to have obtained a limited subset of data from certain Sierra systems. We conducted a review of the data to identify individuals whose personal information may have been involved. We recently completed our review of the data and determined it contained some of your personal information, including your <<b2b\_text\_1(Name, Data Elements)>>.

We do not have any evidence of fraud or misuse of your personal information as a result of this incident, but we wanted to make you aware of the incident and provide you with additional information on steps you may consider taking. As a precaution, we have arranged for 24 months of access to the TransUnion® myTrueIdentity service at no cost to you. **For more information on myTrueIdentity, including instructions on how to activate your complimentary two-year membership, as well as additional steps you may take to help protect your information, please see the additional information provided in the following pages.**

The security of your personal information is important to us and we sincerely regret that this incident occurred. To help prevent a similar incident from occurring in the future, Sierra implemented additional security measures designed to enhance the security of our network, systems, and data.

If you have any questions, please call [1-800-424-4242](tel:1-800-424-4242) toll-free Monday through Friday from 6:00 a.m. – 3:30 p.m. Pacific Time (excluding major U.S. holidays).

Sincerely,

A handwritten signature in black ink, appearing to read "Sam Cochrane".

Sam Cochrane  
Chief Financial Officer  
Sierra Wireless

## How to Activate myTrueIdentity Monitoring

To help you protect your identity, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (myTrueIdentity) for two years provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service:

- Go directly to the myTrueIdentity website at [www.mytrueidentity.com](http://www.mytrueidentity.com)
- In the space referenced as “Enter Activation Code”, enter the following 12-letter Activation Code <<Activation Code s\_n>>
- Follow the three steps to receive your credit monitoring service online within minutes.

Once you are enrolled, you will be able to obtain an initial 3-in-1 credit report and credit scores along with two years of unlimited access to your TransUnion credit report and VantageScore® credit score by TransUnion. The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion®, Experian® and Equifax®, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The service also includes dark web internet identity monitoring, the ability to lock and unlock your TransUnion credit report, access to identity restoration services that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

You can sign up for the myTrueIdentity online credit monitoring anytime between now and <<b2b\_text\_2(Enrollment Deadline)>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, Experian and Equifax or an address in the United States (or its territories) and a valid Social Security number, or are under the age of 18. Enrolling in this service will not affect your credit score.

If you have questions about your online credit monitoring benefits, need help accessing your credit report, or passing identity verification, please contact the myTrueIdentity Customer Service Team toll-free at: 1-844-787-4607, Monday-Friday: 8am-9pm, Saturday-Sunday: 8am-5pm Eastern Time.

## ADDITIONAL STEPS YOU CAN TAKE

**Free Credit Report.** Regardless of whether you choose to take advantage of the complimentary identity monitoring, 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. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. 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](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. Contact information for the three nationwide credit reporting companies is as follows

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 <a href="http://www.equifax.com">www.equifax.com</a>	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 <a href="http://www.experian.com">www.experian.com</a>	Phone: 1-888-909-8872 P.O. Box 105281 Atlanta, GA 30348-5281 <a href="http://www.transunion.com">www.transunion.com</a>

**Security Freeze.** Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

Don't confuse freezes with locks. They work in a similar way, but locks may have monthly fees. If you want a free freeze guaranteed by federal law, then opt for a freeze, not a lock.

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; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. You may obtain information from the credit reporting agencies and the FTC about security freezes.

**For New Mexico residents:** You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. For more information, including information about additional rights, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

**Fraud Alerts.** A fraud alert tells businesses that check your credit that they should check with you before opening a new account. 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. You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

**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, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Connecticut Residents:** You may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag)

**For District of Columbia Residents:** You may contact the Office of the Attorney General for the District of Columbia, 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001, <https://oag.dc.gov>, 202-442-9828.

**For Maryland Residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023. Sierra Wireless Inc. is located at 13811 Wireless Way Richmond, British Columbia V6V 3A4 Canada.

**For New York Residents:** You may contact the 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>; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For Rhode Island Residents:** You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov>, 401-274-4400.

### **Reporting of identity theft and obtaining a police report.**

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

### **If you know or suspect you are a victim of tax-related identity theft, the IRS recommends these steps:**

- Respond immediately to any IRS notice; call the number provided or, if instructed, go to [IDVerify.irs.gov](http://IDVerify.irs.gov).
- Complete IRS Form 14039, Identity Theft Affidavit, if your e-filed return rejects because of a duplicate filing under your SSN or you are instructed to do so. Use a fillable form at [IRS.gov](http://IRS.gov), print, then attach the form to your return and mail according to instructions.
- Continue to pay your taxes and file your tax return, even if you must do so by paper.

If you previously contacted the IRS and did not have a resolution, contact the IRS for specialized assistance at 1-800-908-4490.