



STATE OF NH  
DEPT OF JUSTICE  
2017 MAR 16 AM 10:35

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March 10, 2017

**VIA OVERNIGHT MAIL**

Joseph Foster  
Office of the Attorney General  
33 Capitol St  
Concord, NH 03302

WILLIAM F. WILSON  
D. 503.294.9189  
william.wilson@stoel.com

**Re: *Incident Notification***

Dear Attorney General Foster:

On February 28, 2017, an email with an attachment containing personal information of individuals employed in 2016 by our client, SolutionsIQ, Inc. ("SolutionsIQ"), was inadvertently shared with an unauthorized recipient because of an email phishing scam.

SolutionsIQ will be providing written notification today to four New Hampshire residents in accordance with N.H. Rev. Stat. Ann. §359-C:20 in substantially the same form as the document enclosed as Exhibit A. Please do not publicly share this version. Attached as Exhibit B is a second copy of the notification letter, with the personally identifiable information that was subject to the breach, promotion code for the Lifelock credit monitoring and identity theft services, and phone number of the signatory redacted for the New Hampshire Attorney General's Office's use in any public disclosure of the breach.

SolutionsIQ takes its employees' privacy and security seriously. On March 1, 2017, SolutionsIQ immediately made preliminary notification of the incident through email to affected individuals and responded to questions about the incident through its regularly scheduled town hall meeting on March 3, 2017.

In addition to notifying these affected individuals as quickly as possible, SolutionsIQ has notified local law enforcement, the Federal Bureau of Investigation and the Internal Revenue Service ("IRS"). SolutionsIQ is also working with the IRS to flag affected employees' taxpayer records to minimize the risk of tax refund or other tax fraud. SolutionsIQ is examining how to best prevent similar incidents from occurring in the future, and has taken active steps to implement changes as quickly as they can. Additionally, as part of their response to this incident, SolutionsIQ is offering a free one year subscription to credit monitoring and identity theft services to all affected individuals through LifeLock.

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

Joseph Foster  
Office of the Attorney General  
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Sincerely,

A handwritten signature in cursive script, appearing to read "William F. Wilson".

William F. Wilson

WFW:ipc  
Enclosures

# EXHIBIT B



• • •

Friday, March 10th, 2017

«First-Name» «Last-Name»  
«Address»  
«City», «State» «ZipCode»

VIA U.S. Mail and Email  
«EMAIL»

## Notice of Data Breach and Disclosure of SolutionsIQ Employee Information

Dear «First\_Name» «Last\_Name»:

**What Happened?** On February 28, 2017, an email with an attachment containing personal information of individuals employed by SolutionsIQ in 2016 was inadvertently shared with an unauthorized recipient because of an email phishing scam.

**What Information Was Involved?** The personal employee information included [REDACTED]

**What We Are Doing.** We deeply regret this incident and want to extend our apologies and express our concern to all who are affected by this incident. We take your privacy and security seriously. We have notified local law enforcement, the Federal Bureau of Investigation and the Internal Revenue Service ("IRS"). We are also working with the IRS to flag affected employees' taxpayer records to minimize the risk of tax refund or other tax fraud. We are examining how to best prevent similar incidents from occurring in the future, and we have taken active steps to implement changes as quickly as we can.

**What You Can Do.** As part of our response to this incident, we are offering a free one year subscription to a credit monitoring and identity theft services to all affected individuals through LifeLock. You must sign-up for the LifeLock service by April 30, 2017 in order to receive the service at no cost. A description of LifeLock's services is enclosed. To get LifeLock protection right now at no cost to you:

1. Call 1-800-899-0180 or visit [www.lifelock.com](http://www.lifelock.com) to enroll.
2. Use the promotion code: [REDACTED] when prompted and [REDACTED].

[REDACTED]

**Other Important Information.**

If you suspect that you are experiencing identity theft, we recommend that you report the suspected identity theft to your local law enforcement, including the state Attorney General and the Federal Trade Commission. We also would appreciate it if you would inform [REDACTED] at [REDACTED] so that we can monitor this incident. A summary of additional steps you can take to protect your personal information is also enclosed. Please carefully review this information, which includes 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. It also includes the contact information for the three major credit reporting agencies and suggestions for obtaining and reviewing your credit report. In addition, it identifies the steps you should take if you believe that you are a victim of tax related identity theft.

**For More Information.** If you have questions or concerns, please contact [REDACTED] at [REDACTED] or [REDACTED] directly.

Sincerely,

[REDACTED]  
SolutionsIQ

Enclosures: LifeLock Flyer, Fraud Prevention Information

## IDENTITY THEFT PREVENTION and PROTECTION

### **Monitor Your Accounts and Credit Reports, and Notify Police and the FTC of Suspicious Activity:**

When you receive account statements, credit reports, and monitoring alerts, review them carefully for unauthorized activity. For example, look for accounts you did not open, unauthorized purchases, inquiries from creditors that you did not initiate, and personal information that you do not recognize, such as a home address or Social Security number. If you have concerns, call your bank, the account provider, or the credit reporting agency at the telephone number on the statement or report. If possible, place a security verification word on your accounts.

If you suspect any fraudulent activity or identity theft, promptly report it to local law enforcement authorities, your state attorney general, and/or the Federal Trade Commission. To file a complaint with the FTC, go to [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or call 1-877-ID-THEFT (877-438-4338). Request copies of any police or investigation reports created, as you might need to provide this information to credit reporting agencies or to supposed creditors to clear up your records.

**Obtain Free Credit Reports:** Even if you do not find any signs of fraud on your reports, you should check your credit report regularly. There are three main credit reporting agencies: Equifax, Experian, and TransUnion. Their contact information, along with contact information for the FTC and some state agencies, are on the reverse side. Each credit reporting agency must provide you annually with a free credit report, at your request made to a single, centralized source for the reports, AnnualCreditReport.com. You are not required to order all three reports at the same time; instead, you may rotate your requests so that you can review your credit report on a regular basis. In addition, many states have laws that require the credit reporting agencies to provide you with a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account.

**Fraud Alert:** You may ask the credit reporting agencies to place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three credit reporting agencies. As soon as that agency processes your fraud alert, it is supposed to notify the other two, which then also must place fraud alerts in your file. An *initial fraud alert* stays in your file for at least 90 days. An *extended alert* stays in your file for seven years. To place either of these alerts, a credit reporting agency will require you to provide appropriate proof of your identity, which may include your Social Security number. If you ask for an extended alert, you will have to provide an identity theft report. An identity theft report includes a copy of a report you have filed with a federal, state, or local law enforcement agency.

**Security Freeze:** You also have the right to place a security freeze on your credit report at any of the three main credit reporting agencies. 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. If you choose to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail, the following information must be included when requesting a security freeze: (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. 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. The consumer reporting agency may charge a fee of up to \$5.00 to place a

## IDENTITY THEFT PREVENTION and PROTECTION

freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the agency. The main three credit reporting agencies provide details about their security freeze services and state requirements at the following links:

- Experian: <http://www.experian.com/blogs/ask-experian/credit-education/preventing-fraud/security-freeze/>
- Equifax: [https://help.equifax.com/app/answers/detail/a\\_id/159](https://help.equifax.com/app/answers/detail/a_id/159) & [https://help.equifax.com/app/answers/detail/a\\_id/75/~security-freeze-fees-and-requirements](https://help.equifax.com/app/answers/detail/a_id/75/~security-freeze-fees-and-requirements)
- TransUnion: <https://www.transunion.com/credit-freeze/place-credit-freeze>

***Internal Revenue Service:*** Tax-related identity theft is when someone uses your Social Security number to file a false tax return claiming a fraudulent refund. If you received IRS correspondence indicating you may be a victim of tax-related identity theft or your e-file tax return was rejected as a duplicate, take the following steps with the IRS:

- Submit an IRS Form 14039, Identity Theft Affidavit
- Continue to file your tax return, even if you must do so by paper, and attach the Form 14039
- Watch for any follow-up correspondence from the IRS and respond quickly.

The fillable IRS Form 14039 is available at IRS.gov. Follow the instructions exactly. You can fax or mail it or submit it with your paper tax return if you have been prevented from filing because someone else has already filed a return using your SSN. You only need to file it once.

You can obtain information about preventing identity theft from the Federal Trade Commission and, for North Carolina residents, from the North Carolina Attorney General's Office at the contact information below.

### **Contact Information for the FTC North Carolina Attorney General's Office, and Credit Reporting Agencies:**

**Federal Trade Commission**  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)

**AnnualCreditReport.com**  
Annual Credit Report Request  
Service  
P.O. Box 105281  
Atlanta, GA 30348-5281  
[www.annualcreditreport.com](http://www.annualcreditreport.com)

**North Carolina Attorney General's Office**  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-5-NO-SCAM (1-877-566-7226)  
<http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims/Security-Breach.aspx>

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

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

**TransUnion**  
P.O. Box 2000  
Chester, PA 19022  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

## FACT SHEET

# LIFELock STANDARD



LifeLock Standard™ identity theft protection uses innovative monitoring technology and alert tools to help proactively safeguard your credit and finances.\* When we detect your personal information being used, we'll send you an alert by text, phone or email. If identity fraud does occur, our Certified Resolution Specialists are available to personally manage your case from beginning to end.

**1-800-LifeLock**

**LifeLock.com**

## Benefits of LifeLock Standard

### ✔ LifeLock Identity Alert® System

Actionable alerts are sent in near real time as soon as LifeLock detects your Social Security number, name, address or date of birth in applications for credit and services within our extensive network.\* We monitor over a trillion data points, including those for new credit cards, wireless services, retail credit, mortgages, auto and payday loans. You can choose alerts by text, phone or email and respond immediately to confirm if the activity is fraudulent with our proprietary Not Me® verification technology.\*

### ✔ Black Market Website Surveillance

Identity thieves illegally buy, sell and trade personal information on black market Internet sites around the world. LifeLock patrols over 10,000 criminal websites and notifies you if your private data is found.

### ✔ Address Change Verification

Mail containing financial information is vulnerable to identity thieves who may attempt to divert it. LifeLock monitors change of address requests and notifies you when they detect your personal information.

### ✔ Lost Wallet Protection

A lost or stolen wallet can leave you stranded. If your wallet goes missing, just call—anytime, anywhere—and LifeLock will help cancel or replace the contents, helping you stop fraudulent charges so you can get back on your way. Coverage includes credit and debit cards, driver's licenses, Social Security cards, insurance cards, checkbooks and travelers checks (pictures, cash and cash equivalents excluded).

### ✔ Reduced Pre-Approved Credit Card Offers

LifeLock requests that your name be removed from many pre-approved credit card mailing lists, an important information source for identity thieves.

### ✔ Live Member Support 24/7/365

U.S. based Member Services Agents are available to help 24 hours a day, 7 days a week, 365 days a year. If at any time you have questions, login to your online account at LifeLock.com, email [Member.Services@LifeLock.com](mailto:Member.Services@LifeLock.com) or call 1-800-LifeLock (543-3562).

## About LifeLock

LifeLock is the leader in identity theft protection services. Unlike a bank, a credit card company or a credit bureau, our focus is on protecting your identity – to help keep you safer in an always connected world.

## 3 Layers of Protection

### DETECT

We're searching over a trillion data points every day looking for potential threats to your identity.

### ALERT

With the patented LifeLock Identity Alert® system, as soon as we detect a threat to your identity, you'll be notified by text, phone or email, to help stop thieves before they can do damage to your identity.

### RESTORE

If you do become a victim, our U.S. based Certified Resolution Specialists are available 24/7 to handle your case every step of the way.

*(Continued on reverse)*

**1-800-LifeLock | LifeLock.com**

\*Network does not cover all transactions.

## Benefits of LifeLock Standard (cont.)

- ✔ Certified Resolution Support**  
 A Certified Resolution Specialist will personally handle your case and help restore your identity in case of a fraudulent event. These specialists are Fair Credit Report Act (FCRA) certified and trained on federal legislation, national credit repository guidelines and consumer rights.
- ✔ \$1 Million Total Service Guarantee**  
 As a LifeLock member, if you become a victim of identity theft, LifeLock will spend up to \$1 million to hire experts, lawyers, investigators, consultants and necessary professionals to help your recovery.\*

Available with an adult members

## LIFELock JUNIOR PROTECTION



A child's clean and unmonitored credit file is a gold mine for identity thieves. With a combination of advanced monitoring features uniquely designed for children, LifeLock Junior™ protection helps proactively safeguard their personal information.



## Alerts for What Matters Most

LifeLock Protects You in Ways  
You Can't Protect Yourself

Sign up in less than 3 minutes. Protection starts immediately.

1-800-LifeLock | LifeLock.com



\*Network does not cover a transaction. The benefits under this Guarantee depend on the type of transaction. LifeLock is not a financial institution. This is only a summary. See the actual policy for details.