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July 27, 2017

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CONSUMER PROTECTION

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED

Re: Data Security Incident

Dear Attorney General Foster:

In accordance with N.H. Rev. Stat. § 359-C:20, please accept this letter as notification of a data breach that occurred between June 1, 2017 and June 5, 2017. This data breach affected five New Hampshire residents. On June 1, 2017, an unknown third-party sent a phishing e-mail message from a hacked university email address to select members of the Southern New Hampshire University ("SNHU") community. Subsequent investigation revealed that seven SNHU employees responded to the email by clicking a malicious link and providing their usernames and passwords. Log data revealed that an unknown third-party succeeded in accessing the accounts of these employees, five of whom were New Hampshire residents. The software they accessed using these credentials contained a section that included social security numbers and, if entered by the user, other government IDs, such as driver's license numbers. After an investigation, available log data was inconclusive on whether this intruder directly viewed or accessed this information for the affected individuals. However, we believe the intruder's ultimate objective was payroll theft, and administrative and technical safeguards implemented by SNHU prior to the incident ultimately prevented this attempted theft from being successful.

While we cannot determine conclusively that misuse of the employees' Personally Identifiable Information has occurred or is reasonably likely to occur as a result of this incident, the University has provided the affected individual with appropriate notification in accordance with New Hampshire RSA 359: C-20. In addition, the University has also provided one year of complimentary credit monitoring to all affected employees.

Southern New Hampshire University is committed to maintaining the privacy of the personal information of its employees, and has implemented significant safeguards to protect it. We are continually evaluating and improving our data security posture. If you require additional information related to this matter, please contact me at (603) 645-9733.

Sincerely,



Evan M. Lowry, Esq.

Staff Attorney
Office of General Counsel and Compliance
Southern New Hampshire University

Office of the General Counsel