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October 5, 2020

**VIA E-MAIL (DOJ-CPB@DOJ.NH.GOV)**

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

To Whom It May Concern:

I am writing on behalf of Speedcast International Ltd to notify you of a security incident potentially affecting New Hampshire residents.<sup>1</sup>

In July 2020, Speedcast identified a security incident affecting some of its internal corporate servers. As soon as Speedcast learned of the incident, it immediately began an investigation to determine its nature and scope with the assistance of its network security team and a leading cybersecurity firm. The event, which was limited to a portion of Speedcast's corporate network, was immediately confined from the rest of its network and was fully contained. Speedcast has fully addressed the issue and there is no active threat to its network due to this event. Further, since identifying and containing the incident, Speedcast has put additional protocols in place to further bolster network security.

During the course of Speedcast's investigation, it recently determined that certain records, including records containing the personal information of approximately two New Hampshire residents, were accessed without authorization. Speedcast's investigation determined that the following categories of personal information may have been affected: social security number, taxpayer identification number, passport number, driver's license number, bank account and routing number, investment account number, information related to workers compensation and short-term disability, health insurance policy number, and health insurance-related information. Speedcast is providing notification to New Hampshire residents and anticipates notices were delivered beginning on September 25, 2020. Speedcast is offering two years of Experian's® IdentityWorks<sup>SM</sup> services at no cost. A sample copy of the notice being sent to individuals is enclosed.

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<sup>1</sup> This notice is being provided pursuant to N.H. Rev. Stat. § 359-C:20. By providing this notice, Speedcast does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Office of the Attorney General  
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Respectfully Submitted,

Matthew J. Gardner

Enclosure



**speedcast**

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

September 23, 2020

F8216-L01-0000001 T00001 P001 \*\*\*\*\*MIXED AADC 159



SAMPLE A SAMPLE - L01

APT 123

123 ANY ST

ANYTOWN, US 12345-6789



**Notice of Data Breach**

Dear Sample A Sample:

We are writing to you because we recently experienced a security incident potentially affecting some of your personal information. We are sending you this notice to provide information about the incident and the steps we are taking to address it.

**What Happened?**

In July 2020, we identified a security incident affecting some of our internal Speedcast corporate servers. We worked quickly to contain the incident, which was limited to a portion of our corporate network. We also immediately began an investigation to determine the extent and scope of the incident, working with the assistance of our network security team and a leading external cybersecurity firm.

During the course of our investigation, we determined that certain records, including records containing your personal information, were accessed without authorization.

**What Information Was Involved?**

Through our investigation, we learned that the incident has affected personal information for a portion of Speedcast employees and other related individuals – primarily those employees formerly associated with Globecomm Systems Inc., a company acquired by the Speedcast group in 2018. You (or someone who potentially listed you as a dependent or beneficiary) may have been employed or contracted by Globecomm in the past.

Our investigation determined that the following categories of your personal information may have been affected: Extra1 Item1, Item2, Item3, Item4, and Item5.



## What We Are Doing

Protecting our systems and data is core to our services and to our values as an employer, and we take the security of your personal information seriously. We fully contained and addressed the issue and there is no active threat to our network due to this event. Further, since identifying and containing the incident, we have put additional protocols in place to further bolster network security.

**It is important to note that we do not believe that there is a significant risk to you as a result of the access of information.** However, while we think that the ongoing risk is minimal, we are taking the following steps to help secure the privacy of your personal information.

We are offering affected individuals complimentary credit monitoring and identity protection services for two years via Experian's® IdentityWorks<sup>SM</sup>. This product will provide identity theft detection and resolution. We have included additional information about how to set up and activate this service in "Appendix A." If you elect to sign up for the free service, please ensure that you complete the enrollment by December 31, 2020.

## What You Can Do

Beyond enrolling in the free safeguard service being offered, there are additional steps you may take to further protect your information from identity theft or fraud, including regularly resetting passwords, permanently deleting suspicious emails, and never opening attachments from senders you don't know.

In addition, you have rights that can help protect you and your identity. A description of these rights is available at: [www.identitytheft.gov/Know-Your-Rights](http://www.identitytheft.gov/Know-Your-Rights). You may obtain additional information about fraud alerts and security freezes on your credit from the Federal Trade Commission and national credit reporting agencies listed below. You may also obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com).

Equifax (866) 349-5191 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 <a href="http://www.experian.com">www.experian.com</a> P.O. Box 4500 Allen, TX 75013	TransUnion (800) 888-4213 <a href="http://www.transunion.com">www.transunion.com</a> 2 Baldwin Place P.O. Box 1000 Chester, PA 19016
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You may obtain information from the following sources about steps you can take to avoid identity theft:

Federal Trade Commission	Federal Trade Commission (877) 382-4357 <a href="http://www.ftc.gov">www.ftc.gov</a> 600 Pennsylvania Avenue, NW, Washington, DC 20580  Privacy, Identity & Online Security: <a href="http://www.consumer.ftc.gov/topics/privacy-identity-online-security">www.consumer.ftc.gov/topics/privacy-identity-online-security</a>  IdentityTheft.gov: <a href="http://www.identitytheft.gov">www.identitytheft.gov</a>
For DC Residents	Office of the Attorney General (202) 727-3400 <a href="http://www.oag.dc.gov">www.oag.dc.gov</a> 400 6th Street, NW, Washington, DC 20001

For Maryland Residents	Office of the Attorney General Consumer Protection Division (888) 743-0023 <a href="http://www.oag.state.md.us">www.oag.state.md.us</a> 200 St. Paul Place Baltimore, MD 21202
For New York Residents	Office of the Attorney General (800) 771-7755 <a href="http://www.ag.ny.gov">www.ag.ny.gov</a> The Capitol Albany, NY 12224  New York Department of State Division of Consumer Protections (800) 697-1220 <a href="http://www.dos.ny.gov">www.dos.ny.gov</a> One Commerce Plaza 99 Washington Ave. Albany, NY 12231
For North Carolina Residents	Office of Attorney General, North Carolina Department of Justice (919) 716-6000 (877) 566-7226 <a href="http://www.ncdoj.gov">www.ncdoj.gov</a> 9001 Mail Service Center Raleigh, NC 27699

**For More Information**

As part of our commitment to you, and our entire Speedcast workforce, we will continue to take the steps necessary to enhance the security and privacy of the personal information we maintain.

For further information and assistance, please contact [REDACTED] (toll-free U.S. number) and [REDACTED] [REDACTED] (international local toll number). Our hours of operation are Monday through Friday between 6:00 AM and 8:00 PM Pacific Time, and Saturday through Sunday between 8:00 AM and 5:00 PM Pacific Time, excluding holidays.

Sincerely,

Speedcast International Ltd



## Appendix A

To help protect your identity, we have secured a complimentary two-year membership for you to Experian's® IdentityWorks<sup>SM</sup> service. This product provides you with identity theft detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: 12/31/2020** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [www.experianidworks.com/credit](http://www.experianidworks.com/credit)
- Provide your **activation code: ABCDEFGHI**

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance<sup>\*\*</sup>:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there has been fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent using the contact details below. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

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 [REDACTED] (toll-free U.S. number) and [REDACTED] (international local toll number) by December 31, 2020. Be prepared to provide **engagement number** [REDACTED] as proof of eligibility for the identity restoration services by Experian.

Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* 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.