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CONSUMER PROTECTION

March 23, 2022

**VIA U.S. MAIL**

John M. Formella  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: The St. Lucie County Clerk of the Circuit Court and Comptroller – Incident Notification**

Dear Mr. Formella:

McDonald Hopkins PLC represents The St. Lucie County Clerk of the Circuit Court and Comptroller. I am writing to provide notification of an incident at the St. Lucie County Clerk of the Circuit Court and Comptroller that may affect the security of personal information of approximately two (2) New Hampshire residents. The St. Lucie County Clerk of the Circuit Court and Comptroller's investigation is ongoing, and this notification will be supplemented with any new or significant facts or findings subsequent to this submission, if any. By providing this notice, the St. Lucie County Clerk of the Circuit Court and Comptroller does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

The St. Lucie County Clerk of the Circuit Court and Comptroller recently discovered that an unauthorized party may have obtained access to one employee email account. Upon learning of the issue, the St. Lucie County Clerk of the Circuit Court and Comptroller promptly opened an investigation. As part of its investigation, the St. Lucie County Clerk of the Circuit Court and Comptroller has been working closely with external cybersecurity professionals. After an extensive forensic investigation and manual document review, the St. Lucie County Clerk of the Circuit Court and Comptroller discovered on March 3, 2022 that the email account that was accessed by an unauthorized party between June 25, 2021 and November 24, 2021 contained personal information. The information included resident's full names and driver's license numbers.

To date, the St. Lucie County Clerk of the Circuit Court and Comptroller is not aware of any reports of identity fraud or improper use of any information as a direct result of this incident. Nevertheless, out of an abundance of caution, the St. Lucie County Clerk of the Circuit Court and Comptroller wanted to inform you (and the affected residents) of the incident and to explain the steps that it is taking to help safeguard the affected residents against identity fraud. The St. Lucie County Clerk of the Circuit Court and Comptroller is providing the affected residents with written notification of this incident commencing on or about March 23, 2022 in substantially the same form as the letter attached hereto. The St. Lucie County Clerk of the Circuit Court and Comptroller is advising the affected residents about the process for placing fraud alerts and/or

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security freezes on their credit files and obtaining free credit reports. The affected residents are also being provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

At St. Lucie County Clerk of the Circuit Court and Comptroller, protecting the privacy of personal information is a top priority. The St. Lucie County Clerk of the Circuit Court and Comptroller is committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. The St. Lucie County Clerk of the Circuit Court and Comptroller continually evaluates and modifies its practices and internal controls to enhance the security and privacy of personal information.

Should you have any questions regarding this notification, please contact me at (248) 220-1356 or [dpaluzzi@mcdonaldhopkins.com](mailto:dpaluzzi@mcdonaldhopkins.com). Thank you for your cooperation.

Sincerely,



Dominic A. Paluzzi

Encl.



**MICHELLE R. MILLER**  
**CLERK & COMPTROLLER**  
ST. LUCIE COUNTY, FLORIDA

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

[REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED]

The privacy and security of the personal information we maintain is of the utmost importance to the St. Lucie County Clerk of the Circuit Court and Comptroller. We are writing with important information regarding a recent data security incident that may have involved some of your information. We want to provide you with information about the incident and let you know that we continue to take significant measures to protect your information.

What Happened?

We recently learned that an unauthorized party may have obtained access to one employee email account.

What We Are Doing.

Upon learning of this issue, we secured the account and commenced a prompt and thorough investigation. We immediately launched an investigation in consultation with outside cybersecurity professionals who regularly investigate and analyze these types of situations to analyze the extent of any compromise of the email account and the security of the emails and attachments contained within it. We devoted considerable time and effort to determine what information was contained in the affected email account. After an extensive forensic investigation and manual document review, we discovered on March 3, 2022 that the email account that was accessed by an unauthorized party between June 25, 2021 and November 24, 2021 contained some of your personal information.

What Information Was Involved.

The impacted email account may have contained some of your personal information, including your full name and [REDACTED]

What You Can Do.

To date, we are not aware of any reports of identity fraud or improper use of your information as a direct result of this incident. This letter provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

For More Information.

Please accept our apologies that this incident occurred. We have taken necessary steps to prevent this from happening again. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it and to prevent subsequent occurrences. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

**If you have any further questions regarding this case call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, from 9:00 a.m. – 9:00 p.m. EST, with the exception of US Holidays.**

Sincerely,

[REDACTED]

[REDACTED]

St. Lucie County Clerk of the Circuit Court and Comptroller

– OTHER IMPORTANT INFORMATION –

**1. Placing a Fraud Alert on Your Credit File.**

We recommend that you place an initial one-year “Fraud Alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

***Equifax***

P.O. Box 105788  
Atlanta, GA 30348  
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>  
(800) 525-6285

***Experian***

P.O. Box 9554  
Allen, TX 75013  
<https://www.experian.com/fraud/center.html>  
(888) 397-3742

***TransUnion LLC***

P.O. Box 6790  
Fullerton, PA 92834-6790  
<https://www.transunion.com/fraud-alerts>  
(800) 680-7289

**2. Consider Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “Security Freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

***Equifax Security Freeze***

P.O. Box 105788  
Atlanta, GA 30348  
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>  
1-800-349-9960

***Experian Security Freeze***

P.O. Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
1-888-397-3742

***TransUnion Security Freeze***

P.O. Box 2000  
Chester, PA 19016  
<https://www.transunion.com/credit-freeze>  
1-888-909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the City in which you currently reside.

**3. Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at [www.annualcreditreport.com](http://www.annualcreditreport.com). Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

**4. Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC’s Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

**New York Residents:** You may obtain information about preventing identity theft from the New York Attorney General’s Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.

**Iowa Residents:** You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity Theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov), Telephone: (515) 281-5164.

**Maryland Residents:** You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: Office of the Attorney General of Maryland, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**North Carolina Residents:** You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov/](http://www.ncdoj.gov/), Telephone: 877-566-7226.

**Oregon Residents:** You may obtain information about preventing identity theft from the Oregon Attorney General's Office: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392.