

Holland & Knight

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January 31, 2024

VIA EMAIL

New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Re: Incident Notification

To Whom It May Concern:

We, on behalf of a client that we represent (our “Client”), are writing to provide you with notice of an incident that may impact the personal information of one (1) New Hampshire resident (the “New Hampshire Payee”).

By providing this notice, our Client does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction. The investigation into this incident is ongoing and this notice will be supplemented, if necessary, with any materials facts learned subsequent to its submission. We respectfully submit that this letter and its contents constitute confidential and proprietary information and, therefore, are exempt from public disclosure.

Background

Our client engages State Street Corporation (“State Street”) as its custodian bank, which includes State Street performing services related to physical check issuance and processing. On December 20, 2023, State Street notified our Client that State Street’s service provider, Fiserv, fell victim to the MOVEit vulnerability. As a result of this vulnerability, an unauthorized actor was able to gain access to certain files in Fiserv’s possession, which included the images of a copy of the New Hampshire Payee’s deposited check. The check images for New Hampshire Payee contained the New Hampshire Payee’s

. Since our Client was unable to confirm if the financial account information belonged to the New Hampshire Payee, our Client notified the New Hampshire Payee of the foregoing out of an abundance of caution.

Remediation

State Street is offering the New Hampshire Payee with of complimentary credit monitoring and identity restoration services, as well as additional information on how to protect against identity theft and fraud should this individual feel it appropriate to do so. Our Client has also received assurances from State

Atlanta | Austin | Birmingham | Boston | Century City | Charlotte | Chattanooga | Chicago | Dallas | Denver | Fort Lauderdale
Houston | Jacksonville | Los Angeles | Miami | Nashville | Newport Beach | New York | Orlando | Philadelphia
Portland | Richmond | San Francisco | Stamford | Tallahassee | Tampa | Tysons | Washington, D.C. | West Palm Beach

Algiers | Bogotá | London | Mexico City | Monterrey

January 31, 2024
Page 2

Street that Fiserv has remediated all technical vulnerabilities and applied patches to the MOVEit Transfer application.

Notice

State Street mailed written notice of this incident to the New Hampshire Payee on or around January 31, 2024, in substantially the same form as the notice enclosed with this letter as *Attachment 1*.

Contact

Should you have any questions regarding this notification or other aspects of this incident, please contact me directly at

Sincerely,

HOLLAND & KNIGHT LLP
Nicholas Hasenfus

January 31, 2024
Page 3

Attachment 1



January X, 2024

Re: NOTICE of DATA INCIDENT

Name

Address

City, State Zip

Dear [Name]:

State Street is a service provider to your retirement plan. We are one of the world's leading providers to institutional investors, including investment servicing, investment management, and investment research and trading. State Street has a longstanding relationship with Fiserv, Inc. ("Service Provider"), a third-party industry leader that provides State Street with support of our physical check deposit clearing and processing. We are writing to notify you of an incident that may impact your personal information.

What Happened? Our Service Provider uses an application, MOVEit Transfer, to transmit check images. The application was affected by a security vulnerability that was uncovered at the end of May 2023. Our Service Provider is among many organizations that have been impacted by the MOVEit vulnerability. As a result of the vulnerability, between May 27 and May 31, 2023, an unauthorized actor was able to gain access to files at our Service Provider, including copies of deposited checks. Our Service Provider notified State Street of the incident on October 16, 2023. Since then, we have been working to review the impacted files to understand the specific impact to State Street and its clients. We notified Massachusetts Bay Transportation Authority Retirement Fund of this incident on December 20, 2023.

What Information Was Involved in the Compromise? As a result of this incident, certain [redacted] The [redacted] may have contained your [redacted]. Since we are unable to confirm if the information on the check image is in fact your personal banking information, we are notifying you out of an abundance of caution.

What Are We Doing to Protect Your Information? Upon learning of this incident, State Street took immediate steps to launch a comprehensive investigation, identify individuals affected by the incident, and notified regulatory bodies. To help prevent something like this from happening again, our Service Provider has remediated all technical vulnerabilities and applied patches to the MOVEit Transfer application in accordance with the MOVEit software provider's guidelines. Our Service Provider also mobilized a technical response team to examine the relevant MOVEit Transfer systems and to prevent any further vulnerabilities.

We have arranged for you to receive a [redacted] complimentary identity monitoring service through Kroll. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping individuals who have sustained an unintentional exposure of confidential data. Your identity monitoring services include credit

monitoring, fraud consultation, and identity theft restoration. For more information on how to activate your identity monitoring, please review the information and instructions set out in **Attachment A** that follows this letter. For questions relating to this service, you may contact Kroll at (866) 731-2256.

Steps You Can Take/What You Can Do. We encourage you to remain vigilant for incidents of fraud and identity theft by regularly reviewing account statements and monitoring free credit reports (Equifax, Experian, and TransUnion). If you discover any suspicious or unusual activity on your accounts, be sure to report it immediately to your financial institutions. You are entitled to a free copy of your credit report annually. To obtain your credit report, visit annualcreditreport.com, call toll-free 1-877-322-8228, or mail an Annual Credit Report Request Form to: Annual Credit Report Request Service, P.O. Box. 105281, Atlanta, GA, 30348-5281. You can also purchase a copy of your credit report or contact the three major credit bureaus at:

Equifax
PO Box 740241
Atlanta, GA 30374
www.equifax.com
888-378-4329

Experian
PO Box 2002
Allen, TX 75013
www.experian.com
888-397-3742

TransUnion
PO Box 1000
Chester, PA 19016
www.transunion.com
800-888-4213

You should report any actual or suspected identity theft to the Federal Trade Commission and law enforcement. You can obtain information from the Federal Trade Commission and the three major credit bureaus about additional steps you can take to protect yourself against identity theft and fraud, as well as information on placing security freezes and fraud alerts on your credit report. You can contact the Federal Trade Commission at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; and 1-877-ID-THEFT (1-877-438-4338).

More Information

Again, we apologize for any inconvenience caused by this incident. If you have any questions regarding this incident, then please call (866) 731-2256, Monday through Friday between 8:00 am and 5:30 pm CT or if you desire further information or assistance, please do not hesitate to contact State Street directly at dataincident@statestreet.com.

Sincerely,

Joseph Rooney
Vice President, Relationship Manager
State Street Bank and Trust Company