



Baker & McKenzie LLP

300 East Randolph Street, Suite 5000
Chicago, IL 60601
United States

Tel: +1 312 861 8000
Fax: +1 312 861 2899
www.bakermckenzie.com

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August 31, 2021

Via Email

attorneygeneral@doj.nh.gov

Stephen Reynolds

Tel: +1 312 861 2895

Stephen.Reynolds@bakermckenzie.com

RE: Data Breach Reporting

Dear New Hampshire Attorney General:

I am writing on behalf of Stenograph, L.L.C. ("**Stenograph**") to notify you of a recent data security incident. Specifically, Stenograph was the victim of a ransomware incident, which occurred on or around July 1, 2021. In response to this incident, Stenograph engaged a leading third-party cybersecurity forensics firm to first help ensure the system's security and integrity was restored, and to determine the scope of the incident. In the course of the investigation, Stenograph determined that a limited number of files residing on one of Stenograph's on-premise servers may have been subject to unauthorized access. Stenograph has not identified any evidence showing that its customer-facing cloud applications or cloud storage offerings have been impacted.

Stenograph is taking steps to protect the affected individuals in the event that any of the personal information was obtained by the threat actor. Following a thorough investigation with the assistance of its third-party partners, on or around August 20, 2021, Stenograph confirmed that personal information relating to approximately 1,977 individuals was included in the files that may have been subject to unauthorized access, approximately 2 of which are New Hampshire residents.

Stenograph is providing notice to all affected individuals. Notice to affected individuals who are residents of New Hampshire will be sent on or about Tuesday, August 31, 2021 by postal mail. A copy of this notice is attached. These individuals are also being provided 24 months of credit monitoring services through Experian, at no cost to them.

Please feel free to contact me with any questions at Stephen.Reynolds@bakermckenzie.com or (312) 861-2895.

Best regards,

Stephen Reynolds

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

August 31, 2021

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SAMPLE A SAMPLE - L01



APT ABC
123 ANY STREET
ANYTOWN, FC 1A2 B3C
COUNTRY



NOTICE OF DATA BREACH

Dear Sample A. Sample:

We recently learned of a data security incident involving a Stenograph, L.L.C. (“**Stenograph**”) on-premise server that stored certain personal information about you. We take the protection of your information seriously. We are contacting you now to explain what happened and the steps you can take to protect yourself against possible identity fraud.

WHAT HAPPENED

Stenograph was the victim of a cybersecurity incident that occurred on or around July 1, 2021. In response to this incident, we engaged a leading third-party cybersecurity forensics firm to first help ensure the system's security and integrity was restored, and to determine the scope of the incident. In the course of the investigation, we determined that a limited number of files residing on one of our on-premise servers, which included your personal information, may have been subject to unauthorized access. We have not identified any evidence showing that our customer-facing cloud applications or cloud storage offerings have been impacted.

WHAT INFORMATION WAS INVOLVED

On August 20, 2021, we learned that certain categories of your personal information, which was stored on a Stenograph on-premise server, was subject to unauthorized access or acquisition, including: your first and last name, and social security number.

WHAT WE ARE DOING

In response to the incident, we promptly restored the impacted on-premise servers, working with our cybersecurity forensics firm to ensure their continued security and integrity. We continue to work closely with our external industry-leading partners to implement enhanced security measures to protect our systems, and do what we can to help prevent this type of incident in the future.

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WHAT YOU CAN DO

We encourage you to be especially aware of e-mail, telephone, and postal mail scams that ask for personal or sensitive information. If you are asked for personal information by someone claiming to be from Stenograph, do not click on hyperlinks, respond with information, or otherwise engage with such correspondence. If you receive a suspicious request for information, please contact the Stenograph call center as identified on our website. We encourage you to remain vigilant, review your account statements, and monitor your credit reports where available.

To help relieve concerns and restore confidence following this incident, we are offering you a two-year membership in Experian's® IdentityWorksSM at no cost to you. This product provides you with superior identity 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: November 30, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [REDACTED]
- Provide your **activation code**: [REDACTED]
- Provide engagement number: [REDACTED]

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 **(888) 401-0574**. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

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. Offline members will be eligible to call for additional reports quarterly after enrolling.
- **Credit Monitoring:** Actively monitors all three major credit bureaus, 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™:** 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:** Provides coverage for certain costs and unauthorized electronic fund transfers. 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.

If you believe there was 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 at the toll-free number at the bottom of this letter. 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).

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. You will also find self-help tips and information about identity protection at this site.

OTHER IMPORTANT INFORMATION

Please consider the following additional information:

- You may wish to visit the website of the U.S. Federal Trade Commission at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft> or reach the FTC at 877-382-4357 or 600 Pennsylvania Avenue, NW, Washington, DC 20580 for further information about how to protect yourself from identity theft. Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, and the FTC.
 - If you are a resident of North Carolina, you can reach your State Attorney General at (919) 716-6400 or at the following address: 9001 Mail Service Center, Raleigh, NC 27699-9001.
 - If you are a resident of Maryland, you can reach your State Attorney General at (888) 743-0023 or at the following address: Protection Division, 200 St. Paul Place, Baltimore, MD 21202.
- U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free [REDACTED]
- You can request information regarding “fraud alerts” and “security freezes” from the three major U.S. credit bureaus listed below. At no charge, if you are a U.S. resident, you can have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. This service can make it more difficult for someone to get credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it also may delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. A “security freeze” generally prohibits the credit reporting agency from releasing your credit report or any information from it without your written authorization. You should be aware that placing a security freeze on your credit account may delay or interfere with the timely approval of any requests that you make for new loans, credit, mortgages, or other services. Unlike fraud alerts, to obtain a security freeze you must send a written request to each of the three major reporting agencies and you may be required to provide information such as your: (1) name; (2) Social Security number; (3) date of birth; (4) current address; (5) addresses over the past five years; (6) proof of current address; (7) copy of government identification; and (8) any police/investigative report or complaint. Should you wish to place a fraud alert or a security freeze, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.
 - Experian: 888-397-3742; www.experian.com; P.O. Box 9554, Allen, TX 75013
 - Equifax: 800-525-6285; www.equifax.com; P.O. Box 105788, Atlanta, GA 30348
 - TransUnion: 800-680-7289; www.transunion.com; Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19022-2000
- You have relevant rights pursuant to the federal Fair Credit Reporting Act. For more information, please see the U.S. Federal Trade Commission’s bulletin on Fair Credit Reporting Act rights available here: <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

FOR MORE INFORMATION

If you have further questions or concerns, please reach out to an Experian agent at [REDACTED] Monday to Friday between 6:00 AM to 8:00 PM PT and Saturday and Sunday from 8:00 AM to 5:00 PM PT (excluding major U.S. holidays). Be prepared to provide your engagement number [REDACTED]

Sincerely,

The Stenograph Team

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