

2017 FEB -3 AM 9:39

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February 2, 2017

VIA OVERNIGHT MAIL

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

Re: Incident Notification

Dear Attorney General Foster:

Our client, Sunrun Inc. (“Sunrun”) understands the importance of protecting its employees’ information.

On Thursday, January 20, 2017, Sunrun learned that a targeted “spear phishing” email message had been sent to an employee. The email received was carefully designed to appear as though it had been sent to the employee by another Sunrun employee requesting W-2 information. Believing the email to be legitimate, the employee provided the requested 2016 W-2 information on the day the email was received. The majority of 2016 W-2 forms for current and former employees were affected by this incident and the W-2 forms included the name, address, Social Security number, salary, and taxes withheld for 2016.

Starting January 25, 2017, Sunrun provided email notification of the incident to all affected individuals for whom it had email addresses on file. Sunrun provided written notification via U.S. Mail on February 2, 2017, to 36 New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the letter attached hereto.¹ Notice is being provided as expeditiously as practicable and without unreasonable delay. Additionally, Sunrun is offering affected individuals a free two-year membership in credit monitoring and identity theft protection services from Experian. Sunrun has also established a dedicated call center to assist individuals with any questions they may have.

¹ This report is not, and does not constitute, a waiver of personal jurisdiction.

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To help prevent something like this from happening again, Sunrun is reinforcing its information security training program with an emphasis on the detection and avoidance of phishing email scams.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, consisting of several overlapping, sweeping lines that form a stylized, somewhat abstract shape. The signature is positioned centrally below the word "Sincerely,".

Erich M. Falke

EMF/si
Enclosures



Return Mail Processing Center
 PO Box 6336
 Portland, OR 97228-6336

STATE OF OR
 DEPT OF JUSTICE
 2017 FEB -3 AM 9:39

<<mail id>>
 <<Name 1>>
 <<Address 1>>
 <<Address 2>>
 <<City>>, <<State>> <<ZIP>>

<<Date>>

Dear <<NAME 1>>:

Sunrun is committed to maintaining the privacy and security of your personal information. So it is with genuine remorse that I am writing to you about a phishing scam that compromised some of that information.

On Friday, January 20, a targeted email from a scammer impersonating me was sent to our payroll department requesting employee W-2s. Unfortunately, the phishing email wasn't recognized for what it was – a scam – and employee W-2s for 2016 were disclosed externally. These W-2 forms include your name, address, Social Security number, salary, and taxes withheld for 2016. I am deeply sorry, and I want to assure you that we are 100% committed to protecting your personal information.

The FBI, IRS and state taxing authorities have been notified, but we are asking you to take proactive steps to protect your identity. To assist you, **Sunrun is offering every affected individual a two-year free membership to Experian's® ProtectMyID® Alert.** This product helps detect possible misuse of your personal information and provides identity protection services focused on immediate identification and resolution of identity theft, as well as insurance in case you are the victim of identity theft. This is completely free to you and enrolling in this program will not hurt your credit score. **We encourage you to sign up as soon as possible.** Enrollment will be accepted through May 3, 2017. In order to get these benefits, you must enroll in the program – we can't do it for you. So please take the additional steps set forth below.

One way scammers use W-2 information is by filing fraudulent tax returns in order to get tax refunds. The tax agencies will try to monitor your account this year, but given the unfortunately large volume of these kinds of scams, they may not be successful in catching all fraudulent activity. For this reason, we recommend that you file your income tax returns as early as possible to help prevent any fraudulent returns from being filed on your behalf. Please note that your W2s are now available on ADP. With regard to obtaining your W2, it can be accessed immediately through your ADP account. Additionally, all hard copies will be mailed by January 31, 2017. If a fraudulent tax return is filed, you will still be entitled to receive any refund that you are owed, but it will likely take some time to work through the process of correcting your tax return with the IRS and state taxing authorities.

Over the last year we have increased the security of our systems and implemented tighter controls, but as we have just learned, no measure can provide complete protection. To help prevent something like this from happening again, we are reinforcing our information security training program with an emphasis on the detection and avoidance of phishing email scams. If you have questions, please call our dedicated hotline at 844-856-9323 from 6:00 a.m. to 6:00 p.m. Pacific time, Monday to Friday. If you wish to speak with a Sunrun representative, please contact Jessica O'Quin at jessica.oquin@sunrun.com.

Sincerely,

Lynn Jurich
 Chief Executive Officer

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: <<Enrollment Deadline>> (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: <http://www.protectmyid.com/redeem>
3. PROVIDE Your Activation Code: <<code>>

If you have questions or need an alternative to enrolling online, please call (877) 288-8057 and provide engagement #: <<Engagement Number>> Please note that this Activation Code is only for one year of ProtectMyID®. On your behalf, Sunrun will automatically renew your one year subscription for an additional year and a total of two years of Experian's® ProtectMyID® Alert membership. You must enroll no later than May 3, 2017 for Sunrun to renew your membership to ProtectMyID®

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- Free copy of your Experian credit report
- Surveillance Alerts for:
 - Daily Bureau Credit Monitoring: Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- Identity Theft Resolution & ProtectMyID ExtendCARE: Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- \$1 Million Identity Theft Insurance¹¹: Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at <http://www.protectmyid.com/redeem> or call (877) 288-8057 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at (877) 288-8057.

¹¹ Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring, we recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

If you know or suspect you are a victim of tax-related identity theft, the IRS recommends these steps:

- Respond immediately to any IRS notice; call the number provided or, if instructed, go to IDVerify.irs.gov.
- Complete IRS Form 14039, Identity Theft Affidavit, if your efiled return rejects because of a duplicate filing under your SSN or you are instructed to do so. Use a fillable form at IRS.gov, print, then attach the form to your return and mail according to instructions.
- Continue to pay your taxes and file your tax return, even if you must do so by paper.

If you previously contacted the IRS and did not have a resolution, contact the IRS for specialized assistance at 1-800-908-4490.