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October 28, 2022

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VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

The Honorable John M. Formella
Attorney General of the State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Re: Notification of a Potential Data Security Incident

Dear Attorney General Formella:

We represent TaxSquad in connection with a recent incident that may have involved the personal information of two New Hampshire residents. TaxSquad is reporting the incident pursuant to N.H. Rev. Stat. § 359-C:19 *et. seq.* This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to this submission. While TaxSquad is notifying you of this incident, TaxSquad does not waive any rights or defenses relating to the incident, this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE INCIDENT

On or about August 22, 2022, TaxSquad identified suspicious activity in its email environment. TaxSquad engaged a leading forensic security firm to further investigate and to confirm the security of its email and computer systems. On September 16, 2022, TaxSquad learned that certain email accounts may have been compromised and someone could have had access to personal information in the accounts. TaxSquad then worked to identify individuals whose information may have been in the accounts, identify their addresses and provide them with notice of the incident.

The investigation did not find evidence confirming that the unauthorized party actually viewed any personal information in the accounts. Nevertheless, because there was a compromise and TaxSquad cannot isolate exactly what, if any, information may have been viewed, TaxSquad is notifying the individuals whose personal information could have been involved.

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NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

TaxSquad is mailing notification letters to two (2) New Hampshire residents today, October 28, 2022, via first-class United States mail. The notification letters include an offer for twelve (12) months of complimentary credit monitoring and identity theft protection services. Enclosed is a template copy of the notice that is being mailed.

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, TaxSquad promptly secured the involved email accounts to prevent further access. It also retained a leading forensic security firm to investigate and confirm the security of its email and computer systems. TaxSquad is undertaking efforts to reduce the risk of a similar incident occurring in the future, including implementing new technical safeguards. Finally, as discussed above, TaxSquad is notifying the involved individuals and providing complimentary credit monitoring and identity theft protection services.

CONTACT INFORMATION

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Sincerely,

Michael J. Waters

Enclosure

TaxSquad
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111

TAXSQUAD

Dear [REDACTED]:

October 28, 2022

RE: NOTICE OF DATA BREACH

We are notifying you of a recent data security incident that could have involved your personal information.

What Happened? On August 22, 2022, we identified suspicious activity involving a TaxSquad employee email account. Upon learning of the issue, we quickly began an investigation and took steps to secure our systems. As part of that investigation, on September 16, 2022, we determined that someone may have accessed certain TaxSquad email accounts without authorization. We are unable to determine what, if any, emails in the accounts were viewed without authorization, so in an abundance of caution, we have decided to provide notice of the incident to all our clients.

What Information Was Involved? You are receiving this notice because some of your personal information could have been in the email accounts, including your name, date of birth, address, Social Security number, and tax related information.

What We Are Doing. We are taking a broad approach to notification and providing notice to anyone whose information could have been in the email accounts. We have also taken additional steps to secure our email systems to help prevent this type of incident from happening in the future.

What You Can Do. Although we are not aware of any instances of fraud or identity theft, we are offering a complimentary one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you, and enrolling in this program will not hurt your credit score. **For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

Get An IRS Identity Protection PIN (IP PIN). You can obtain an Identity Protection PIN (IP PIN) at www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin. An IP PIN is a six-digit number that prevents someone else from filing a tax return using your Social Security number or Individual Taxpayer Identification Number. The IP PIN is known only to you and the IRS. It helps us verify your identity when you file your electronic or paper tax return. Even though you may not have a filing requirement, an IP PIN still protects your account. If you set up a pin, you will need it to file your future tax returns. As a precautionary measure, we also recommend that you set up and monitor accounts at the IRS and your state tax departments. Information can be found at www.irs.gov/payments/your-online-account and www.ftb.ca.gov/myftb/index.asp. Residents of other states can go to their state Department of Taxation or Revenue Department and register.

Other Important Information. You can find further information on tax-related identity theft prevention at <https://www.irs.gov/newsroom/taxpayer-guide-to-identity-theft>. Additional information on steps that you can take to protect against the misuse of your information can be found in the enclosed *Additional Important Information sheet*.

For More Information. We take our responsibility to protect your information seriously, and we apologize for any concern this incident might cause. If you have questions, please call 1-877-420-0507 from 8 a.m. – 5 p.m. Pacific, Monday through Friday.

Sincerely,

TaxSquad

ACTIVATING YOUR COMPLIMENTARY CREDIT MONITORING

To help protect your identity, we are offering a **complimentary** one-year membership of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: [REDACTED] (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: <https://www.experianidworks.com/3bcredit>
3. PROVIDE the **Activation Code**: [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 877-288-8057. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B. 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™:** 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.

Activate your membership today at <https://www.experianidworks.com/3bcredit>
or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, 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.

* 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.

Additional Important Information

We recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/manualRequestForm.action>.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax
1-866-349-5191
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374

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

TransUnion
1-800-888-4213
www.transunion.com
P.O. Box 2000
Chester, PA 19016

Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Credit and Security Freezes: You may have the right to place a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze can be placed without any charge and is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze
1-888-298-0045
www.equifax.com
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
1-888-397-3742
www.experian.com
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
1-888-909-8872
www.transunion.com
P.O. Box 160
Woodlyn, PA 19094

This notification was not delayed by law enforcement.

Individuals interacting with credit reporting agencies have rights under the Fair Credit Reporting Act. We encourage you to review your rights under the Fair Credit Reporting Act by visiting https://files.consumerfinance.gov/f/documents/bcfp_consumer-rights-summary_2018-09.pdf, or by requesting information in writing from the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

Maryland Residents: Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, <http://www.marylandattorneygeneral.gov/>.

New York State Residents: New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

North Carolina Residents: North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov.