

From: [DOJ: Consumer Protection Bureau](#)
To: [REDACTED]
Subject: FW: New Hampshire - Data Security Incident Notification
Date: Thursday, July 8, 2021 8:16:41 AM
Attachments: [image001.png](#)
[EXPERIAN_G5608_Guidehouse - Morgan Stanley_L01_SAS_0.pdf](#)

Security breach for 7/7

From: Brown, Colleen T. <ctbrown@sidley.com>
Sent: Wednesday, July 7, 2021 11:23 PM
To: DOJ: Consumer Protection Bureau <DOJ-CPB@doj.nh.gov>
Cc: Rockwell, Sheri Porath <sheri.rockwell@sidley.com>
Subject: RE: New Hampshire - Data Security Incident Notification

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

To whom it may concern:

I write to update the notification provided to your office on June 23, 2021 of a vendor data security incident on behalf of my client, Telephone and Data Systems, Inc. ("TDS"), including a corrected mailing date for notification to individuals. TDS's third party administrator for employee share purchases and awards has confirmed that letters were mailed on Friday, July 2, 2021. I attach the final version of the individual notification letter as mailed for your records.

Sincerely,

Colleen Brown
COLLEEN THERESA BROWN

SIDLEY AUSTIN LLP
+1 202 736 8465
ctbrown@sidley.com

From: Brown, Colleen T.
Sent: Wednesday, June 23, 2021 11:59 PM
To: DOJ-CPB@doj.nh.gov
Cc: Rockwell, Sheri Porath <sheri.rockwell@sidley.com>
Subject: New Hampshire - Data Security Incident Notification

To whom it may concern:

Attached please find a notification of a vendor data security incident on behalf of my client, Telephone and Data Systems, Inc. I also attach a sample of the individual notification letter that will be sent by TDS's third party administrator for employee share purchases and awards beginning tomorrow, June 24, 2021.

Sincerely,

Colleen Brown

COLLEEN THERESA BROWN
pronouns: she/her/hers

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Check out the Women in Privacy Networking Group <https://www.sidley.com/en/insights/resources/women-in-privacy>
Who's Who Legal Data (Security) 2020 Law Firm of the Year



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Morgan Stanley

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

July 2, 2021



G5608-L01-0000001 T00001 P001 *****SCH 5-DIGIT 32808
SAMPLE A. SAMPLE - L01 CA BROKERAGE MS
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789



NOTICE OF DATA BREACH

Morgan Stanley values our relationship with you and we place the highest degree of importance on protecting your data. As your personal investment account provider and current or former stock plan administrator, we write to inform you of a data security incident relating to your personal information.

What Happened

In May 2021, a Morgan Stanley vendor that provides account maintenance services to our Stock Plan business notified Morgan Stanley that the vendor had suffered a data security incident. The incident involves your personal information related to your current or former stock plan account, which was obtained by an unauthorized individual. There was no data security breach of any Morgan Stanley applications in connection with this incident. The incident involves files that were in the vendor's possession, including encrypted files from Morgan Stanley. Although the files were encrypted while stored in a tool used by the vendor, we believe that the unauthorized individual was able to obtain the decryption key during the security incident.

What Information Was Involved

The following personal information was located in the files obtained from the vendor: name; address (last known address); date of birth; social security number; corporate company name.

What We Are Doing

Morgan Stanley has reviewed the vendor's remediation of the incident. According to the vendor, the vulnerability that led to this incident was remediated in January of 2021. Although the data was obtained by the unauthorized individual around that time, the vendor did not discover the impact to Morgan Stanley until May 2021.

In addition, we have arranged with Experian to provide you with their Experian IdentityWorks™ credit monitoring and fraud detection services for 24 months at no charge to you. To take advantage of this offer, please visit <https://www.experianidworks.com/credit> before September 30, 2021 and use code ABCDEFGHI to enroll in this complimentary offer.

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 1-877-890-9332 by September 30, 2021. Be prepared to provide engagement number B014687 as proof of eligibility for the identity restoration services by Experian.

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What You Can Do

In addition to enrolling in the credit monitoring service, we have included a list of resources for protecting yourself against potential misuse of your personal information with this letter.

For More Information

We understand the importance you place on data security and we take our responsibility to protect your information very seriously. We sincerely regret any inconvenience or concern this matter may cause you.

If you have any questions, please feel free to contact the Client Service Center at 1-877-433-6144 at any time. Enclosed is a standard reference guide with additional information on the protection of personal information.

Supplemental Information for the Protection of Personal Information

Avoiding Phishing. Please use caution when responding to third parties who request disclosure of your personal information via email, text or phone. This may include inquiries from third parties posing as bank officials, information security experts, government agencies and other trusted sources, in an effort to trick you into divulging your personal information.

You should never provide personal information, such as usernames, passwords, government issued personal identification numbers (e.g., U.S. Social Security Numbers), account numbers or any other confidential personal information via email request or screen pop-ups. **Legitimate agencies/companies do not ask for this type of information in an email. We will never ask for your account password by email or by phone.**

Remain Vigilant. As always, you should monitor your statements for any activity you do not recognize. Contact us immediately to report any suspicious activity.

You also should not click links or open attachments sent from atypical or unknown senders, even if they appear to be legitimate. Pay special attention to links that purportedly take you to websites or other resources related to this incident, or offer you services to assist with this incident. **When in doubt, call your regular Morgan Stanley contact to verify the legitimacy of the communication.**

Ordering Your Free Credit Report. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your credit report, visit www.annualcreditreport.com or call toll-free at 877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.

Federal Fair Credit Reporting Act Rights: You also have rights under the federal Fair Credit Reporting Act (FCRA), which promotes the accuracy, fairness and privacy of information in the files of consumer reporting agencies. More information is available at <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

Obtaining a Police Report: You may be entitled by state law to obtain a police report relating to this matter; however, to our knowledge, no such report exists. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Fraud Alerts and Security Freezes. You can place a fraud alert or security freeze on your credit report, free of charge, by calling any of the toll-free numbers provided below. Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually. For more information on fraud alerts and security freezes, you also may contact the FTC as described below. You may have to submit personal information to obtain the security freeze, including name, Social Security Number, date of birth, and photograph of a government ID.

Equifax Credit Information Services, Inc.
P.O. Box 740241
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

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

TransUnion LLC
P.O. Box 2000
Chester, PA 19022-2000
1-888-909-8872
www.transunion.com

Reporting Incidents. If you become aware of an unauthorized transaction, please promptly contact your financial institution. Identity theft or fraud incidents should be promptly reported to law enforcement, the FTC or your state Attorney General. You can contact the FTC to learn more about identity theft:

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

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Contacting State Authorities: In certain states, you may be able seek assistance from state authorities for information about preventing or reporting suspected identity theft. Contact information for those authorities is provided below.

Iowa Residents

Office of the Attorney General of Iowa
Consumer Protection Division
Hoover State Office Building
1305 E. Walnut Street
Des Moines, Iowa 50319-0106
(515) 281-5926
(888) 777-4590 (outside Des Moines metro area)
consumer@ag.iowa.gov

New York Residents

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
1 (800) 771-7755
<https://ag.ny.gov/internet/privacy-and-identity-theft/>

Oregon Residents

Office of the Attorney General
1162 Court Street NE
Salem, OR 97301-4096
(503) 378-6002
<https://www.doj.state.or.us/oregon-department-of-justice/office-of-the-attorney-general/attorney-general-ellen-f-rosenblum/>

Maryland Residents

Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202
<https://www.marylandattorneygeneral.gov/>
(888) 743-0023

North Carolina Residents

Office of the Attorney General
9001 Mail Service Center
Raleigh, NC 27699-9001
<https://www.ncdoj.gov/>
(877) 566-7226

Rhode Island Residents

Rhode Island Office of the Attorney General
150 South Main Street
Providence, Rhode Island 02903
<http://www.riag.ri.gov/>
(401) 274-4400