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May 7, 2021

Via EMAIL: [DOJ-CPB@DOJ.NH.gov](mailto:DOJ-CPB@DOJ.NH.gov)

The Honorable Gordon MacDonald  
Consumer Protection Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: Security Incident Notification**

**Dear Attorney General MacDonald:**

We are writing to provide notice on behalf of Telmate, LLC ("Telmate") to the New Hampshire Office of the Attorney General, Consumer Protection Bureau, pursuant to N.H. Rev. Stat. §§ 359-C:19 *et seq.*, regarding an incident involving 12 New Hampshire residents.

On or about May 7, 2021, Telmate will mail notice to the affected New Hampshire residents, offering a 12 month subscription to credit monitoring and identity protection services through Equifax, at no cost.

A sample notification letter is enclosed.

Should you have any questions regarding this matter or if we can be of any further assistance to the new Hampshire resident(s) affected by this incident, please contact please contact me at [Andrew.Serwin@us.dlapiper.com](mailto:Andrew.Serwin@us.dlapiper.com) or (858) 677-1418.

Respectfully submitted,

A handwritten signature in blue ink that reads 'Andrew Serwin'.

Andrew Serwin



Return Mail Processing Center  
P.O. Box 2827  
Mobile, AL 36652-2827

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**Re: NOTICE OF DATA BREACH**

Dear <<Name 1>>:

We write to inform you of a recent incident that may have involved personal information about you.

**WHAT HAPPENED?** On August 13, 2020, Telmate, LLC learned that due to an error by one of our vendors, some personal information was inadvertently accessible through an unsecured server. This was swiftly corrected within the same day, and security was updated.

**WHAT INFORMATION WAS INVOLVED?** Personal information of Telmate account holders related to U.S. accounts that may be affected include <<breached elements>> and Name. In addition, personal information contained in certain text messages and telephone number and call duration may also have been affected.

**WHAT WE ARE DOING.** We have reported the incident to the U.S. Secret Service and the Federal Bureau of Investigation. Please know that protecting your personal information is something that we take very seriously, and we value your trust in doing business with us. We apologize for both this unfortunate incident and any inconvenience it may cause you. We have taken steps to address the incident and ensure that this does not occur in the future. We are providing notice and offering credit monitoring services to certain individuals based on the personal information that was potentially impacted, and we have provided a general notice of the incident on our website at [www.gettingout.com](http://www.gettingout.com). Nevertheless, there are important steps that you can take to reduce the potential risk of identity theft or fraud.

**WHAT YOU CAN DO.** If you provided your account and password information in a message, please change your password at all sites where you use the same password. We further recommend avoiding easy-to-guess passwords and changing your security questions and answers. You should be on guard for schemes, known as phishing attacks, where malicious actors may pretend to represent Telmate or reference this incident. If you have questions, please contact us at the number described below.

To help protect your identity, we are offering a **complimentary** credit monitoring services as described below. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft. If you believe your personal information was affected, please contact us so that we may pursue our investigation to the fullest extent of the law.

**OTHER IMPORTANT INFORMATION.** The Federal Trade Commission (FTC) recommends that you remain vigilant by checking your credit reports periodically. Checking your credit reports can help you spot problems and address them quickly. You can also order free copies of your annual reports through [www.annualcreditreport.com](http://www.annualcreditreport.com). You should monitor your financial accounts for any suspicious activity. For more information about steps you can take to reduce the likelihood of identity theft or fraud, call 1-877-ID-THEFT (877-438-4338), visit the FTC's website at [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/) or write to: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. However, if you believe you are the victim of identity theft, you should immediately contact your local law enforcement agency, your state's attorney general, or the FTC.

## Credit Monitoring Instructions

We have arranged for you to receive free credit monitoring to help you protect your identity and credit information. (See enclosed instructions.) If you choose to enroll, you will receive communications detailing any key changes to your credit reports. To enroll in this service, please contact Equifax by calling the phone number listed below. To help those who are incarcerated, Telmate is working with facilities to make sure that the Equifax call center number is registered with your facility's phone systems. If you have internet access, you may also enroll by visiting the website listed below. To enroll, you will also need the Activation Code provided below. Your coverage will last for 12-24 months from the date of enrollment depending on the state where you live.

Phone enrollment:	1-866-237-5873 Monday - Friday 9am-9pm EST Saturday - Sunday 9am-6pm EST
Alternate website enrollment:	<b>www.equifax.com/activate</b>
Your Activation Code:	<<Activation Code>>
Enrollment Deadline	July 31, 2021

### Contact Information for Consumer Reporting Agencies and Information on Credit Report Fraud Alerts

You may also choose to place a fraud alert on your credit file, which is free of charge to you and can be done with any **one** of the companies listed below (i.e., if you place a fraud alert with one company, they will automatically notify the others). A fraud alert tells creditors to contact you **before** they open any new accounts or change your existing accounts.

	Experian	Equifax	TransUnion
<b>Phone</b>	1-888-397-3742	1-800-525-6285 or 1-888-766-0008	1-800-680-7289
<b>Address</b>	Experian Fraud Division P.O. Box 9554 Allen, TX 75013	Equifax Consumer Fraud Division PO Box 740256 Atlanta, GA 30374	TransUnion LLC P.O. Box 2000 Chester, PA 19016
<b>Online Credit Report Fraud Alert Form</b>	www.experian.com/fraud/ center.html	www.equifax.com/personal/ credit-report-services	fraud.transunion.com/fa/ fraudAlert/landingPage.jsp

### Information on Security Freezes

In addition to a fraud alert, you may place a security freeze on your credit file. A security freeze **will block** a credit bureau from releasing information from your credit report without your prior written authorization. Please be aware that it may delay, interfere with, or prevent the timely approval of any requests you make for new loans, mortgages, employment, housing or other services. There is no cost to place, lift or remove a security freeze.

To place a security freeze on your credit report, you may send a written request to **each** of the major consumer reporting agencies by regular, certified, or overnight mail. You can also place security freezes online by visiting **each** consumer reporting agency online. Please provide the information requested, which varies by consumer reporting agency, but typically includes: full name, address, Social Security number, date of birth, proof of identity and proof of address.

	Experian	Equifax	TransUnion
<b>Address</b>	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	Equifax Security Freeze P.O. Box 105788 Atlanta, Georgia 30348	TransUnion LLC P.O. Box 2000 Chester, PA 19016
<b>Online Security Freeze Form</b>	www.experian.com/freeze/ center.html	www.equifax.com/personal/ credit-report-services	www.transunion.com/test/ new-freeze

You may obtain information from the FTC and the credit reporting agencies about fraud alerts and security freezes.

**FOR MORE INFORMATION.** If you have any questions about credit monitoring, please call 1-866-237-5873 (Monday - Friday 9am-9pm EST, Saturday - Sunday 9am-6pm EST). If you have questions about your Telmate account, please call 1-877-640-2624. We sincerely regret that this incident occurred.

Sincerely,

*Telmate Security Team*

## State-Specific Information

If you are a resident of the following states, the following information applies to you.

**For residents of Maryland, New York, North Carolina, Rhode Island, the District of Columbia:** For information on how to avoid identity theft or to contact your state's attorney general, please use the below information.

<b>Maryland Attorney General</b>	<b>North Carolina Attorney General</b>	<b>Rhode Island Attorney General</b>
1 (888) 743-0023 www.oag.state.md.us Attorney General of Maryland 200 St. Paul Place Baltimore, MD 21202	1-877-566-7226 www.ncdoj.gov Attorney General's Office 9001 Mail Service Center Raleigh, NC 27699-9001	(401) 274-4400 www.riag.ri.gov Rhode Island Office of the Attorney General 150 South Main Street Providence, RI 02903
<b>District of Columbia Attorney General</b>	<b>New York Attorney General</b>	
(202) 727-3400 www.oag.dc.gov Office of the Attorney General for the District of Columbia 441 4th St. NW Washington, DC 20001	1-800-771-7755 www.ag.ny.gov Office of the Attorney General The Capitol Albany, NY 12224-0341	

**For residents of New Mexico:** You have rights under the federal Fair Credit Reporting Act (FCRA). These include: the right to access information in your consumer file at a consumer reporting agency; to dispute incomplete or inaccurate information in your consumer file at a consumer reporting agency; to have consumer reporting agencies correct or delete inaccurate information in your consumer file; the right to block information in your consumer file that is the result of identity theft; and the right to have a fraud alert placed on your consumer file (as described above). For more information, please visit [www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf](http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf).

**For residents of Rhode Island:** Under Rhode Island law, you have the right to obtain a police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Based on our investigation to date, we believe this incident affected the personal information of 12 individuals in Rhode Island.



Enter your Activation Code: <<Activation Code>>  
Enrollment Deadline: July 31, 2021

## **Equifax Credit Watch™ Gold**

\*Note: You must be over age 18 with a credit file to take advantage of the product.

### **Key Features**

- Credit monitoring with email notifications of key changes to your Equifax credit report
- WebScan notifications<sup>1</sup> when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts<sup>2</sup>, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock<sup>3</sup>
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft<sup>4</sup>

### **Enrollment Instructions**

Call 1-866-237-5873 (Monday - Friday 9am-9pm EST, Saturday - Sunday 9am-6pm EST or  
Go to [www.equifax.com/activate](http://www.equifax.com/activate) and enter your unique Activation Code, click “Submit” and follow these 4 steps:

1. **Register:**  
Complete the form with your contact information and click “Continue”.  
*If you already have a myEquifax account, click the ‘Sign in here’ link under the “Let’s get started” header.  
Once you have successfully signed in, you will skip to the Checkout Page in Step 4.*
  2. **Create Account:**  
Enter your email address, create a password, and accept the terms of use.
  3. **Verify Identity:**  
To enroll in your product, we will ask you to complete our identity verification process.
  4. **Checkout:**  
Upon successful verification of your identity, you will see the Checkout Page.  
Click ‘Sign Me Up’ to finish enrolling.
- You’re done!**  
The confirmation page shows your completed enrollment.  
Click “View My Product” to access the product features.

<sup>1</sup> WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers’ personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers’ personal information is at risk of being traded.

<sup>2</sup> The Automatic Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

<sup>3</sup> Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer’s identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit [www.optoutprescreen.com](http://www.optoutprescreen.com).

<sup>4</sup> The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.