



PAYROLL, HR & AUTOMATED TIMEKEEPING  
Johnson City, TN 37604 (423) 854-9042

108 N. Boone St.

[www.timeandpay.com](http://www.timeandpay.com)

February 11, 2019

Attorney General  
Office of Attorney General  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General:

We are writing to notify you of a breach of security and unauthorized access or use of personal information involving 1 NH resident.

**NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS**

We were recently made aware that we inadvertently misprinted the 1099M forms for one of our clients causing personal information of one contract employee to be disclosed to one other contract employee. This information includes names, addresses, and social security numbers.

**NUMBER OF NH RESIDENTS AFFECTED**

There was one individual that was affected in NH whose personal information was subject of this incident. The NH resident has received or will shortly receive notice by mail. We have included a copy of the notice to the affected NH resident.

**STEPS YOU HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT**

We take our responsibilities to protect our customer's information **very** seriously. We have changed the formatting of this form so that this cannot happen again.

**CONTACT INFORMATION**

Please contact Kristie Ayers, Director of Operations of Time & Pay at (423) 854-9042 if you have any questions or need further information.

Sincerely,

A handwritten signature in black ink that reads "Kristie L. Ayers". The signature is written in a cursive, flowing style.

Kristie Ayers  
Director of Operations



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Date

Name

Address

Address

Address

### Notice of a Data Breach

Dear:

**Please read this letter in its entirety.**

#### **What happened?**

We inadvertently misprinted your personal information onto a 1099M form that was mailed to another contractor. We discovered this situation on January 30, 2019, and took immediate steps to valuate and respond to the incident.

#### **What information was involved?**

Based on our review of the situation, it is possible that some personal data belonging to you was potentially exposed to the unauthorized person. This data may have included personally identifiable information (PII) with some combination of your name, address and social security number.

**While we have no evidence that any of your personal information has been misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.**

#### **What are we doing to address this situation?**

Time & Pay has made immediate enhancements to our systems, security and practices. Additionally, we have engaged appropriate experts to assist us in conducting a full review of our security practices and systems to ensure that appropriate security protocols are in place going forward. We are committed to helping those people who may have been impacted by this unfortunate situation. That's why Time & Pay is providing you with access to **Single Bureau Credit Monitoring/Triple Bureau Credit Report\*** services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your Experian credit file. This notification is sent to you the same day that the change or update takes place with the bureau. These services will be provided by **CyberScout** a company that specializes in identity theft education and resolution.

To enroll in **Credit Monitoring\*** services at no charge, please log on to <https://www.myidmanager.com> and follow the instructions provided. **When prompted please provide the following unique code to receive services: <CODE HERE.>**

\* Services marked with an "\*\*\*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

For guidance with the **CyberScout** services, or to obtain additional information about these services, **please call the CyberScout help line 1-800-405-6108** and supply the fraud specialist with your unique code.

**What you can do to address this situation?**

If you choose not to use these services, we are strongly urging all customers to consider the following:

**If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:**

**Experian (1-888-397-3742)**  
P.O. Box 4500  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

**Equifax (1-800-525-6285)**  
P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)

**TransUnion (1-800-680-7289)**  
P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)

**Also, should you wish to obtain a credit report and monitor it on your own:**

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to Time and Pay.

**Other Important Information**

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

**For more information**

You may still feel the need to speak with Time & Pay regarding this incident. If so, please call Kristie at (423) 854-9042 from 9am-5pm Eastern, Monday through Friday.

At Time & Pay we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,



Kristie Ayers  
Director of Operations

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\* Services marked with an "\*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

### ***Additional Important Information***

**For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:** It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

**For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:**

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

**Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
1-800-685-1111  
www.equifax.com

**Experian**

P.O. Box 22104  
Allen, TX 75013  
1-888-397-3742  
www.experian.com

**TransUnion**

P.O. Box 2000  
Chester, PA 19022  
1-800-888-4213  
www.transunion.com

You may also obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**For residents of Iowa:**

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

**For residents of Oregon:**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

**For residents of Maryland, North Carolina, and Illinois:**

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the  
Attorney General**

Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
www.oag.state.md.us

**North Carolina Office of the  
Attorney General**

Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
www.ncdoj.com

**Federal Trade Commission**

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft)

**For residents of Massachusetts:**

State law requires you be informed of your right to obtain a police report if you are a victim of identity theft.

**For residents of all states:**

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below:

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**Equifax Security Freeze**

P.O. Box 105788  
Atlanta, GA 30348  
[https://www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)

**Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
<https://www.experian.com/freeze/center.html>

**TransUnion (FVAD)**

P.O. Box 2000  
Chester, PA 19016  
<https://freeze.transunion.com>

More information can also be obtained by contacting the Federal Trade Commission listed above.