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June 30, 2021

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

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, United Way of Greater Portland (“UWGP”), to notify you of a security incident involving seven New Hampshire residents.

After discovering unusual network activity, UWGP took immediate steps to secure its network, notify law enforcement, and launch an investigation with a forensics firm. Through the investigation, UWGP learned that an unauthorized party had acquired certain information that was stored on its systems. The acquisition of the information occurred sometime between May 11 and 12, 2021. UWGP conducted a comprehensive review of the files involved and, on June 2, 2021, determined that a file contained vendors' names and Social Security numbers and on June 15, 2021, determined that one or more files contained employees' names and Social Security numbers. The total number of New Hampshire residents involved is seven.

Beginning June 30, 2021, UWGP will mail notification letters to seven New Hampshire residents via First-Class U.S. mail.¹ A sample copy of the notification letter is enclosed. UWGP is offering the New Hampshire residents a complementary one-year membership in credit monitoring and threat protection services through Kroll. UWGP has also established a dedicated call center to help answer any questions New Hampshire residents may have about this incident.

¹ This notice does not waive UWGP’s objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this incident.

June 30, 2021

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To prevent incidents like this from occurring in the future, UWGP has implemented enhanced monitoring tools and further strengthened its security processes.

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

Sincerely,



Patrick H. Haggerty
Partner

Enclosure



United Way
of Greater Portland

<<Date>> (Format: Month Day, Year)

<<first_name>> <<last_name>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<last_name>>,

At United Way of Greater Portland, we take the privacy and security of our current and former employees' and their family members' information very seriously. We are writing to inform you that we recently identified and addressed a security incident and have learned that the incident may have involved some of your information. This notice explains the incident, outlines the measures we have taken and provides steps you can take in response.

What Happened?

After discovering unusual network activity, we took immediate steps to secure our network, notify law enforcement and launch an investigation with a forensics firm. Through the investigation, we learned that an unauthorized party had potentially acquired or accessed certain information that was stored on our systems sometime between May 11 and 12, 2021.

What Information Was Involved?

We conducted a comprehensive review of the files involved and, on June 15, 2021, determined that one or more files contained your name and Social Security number.

What We Are Doing.

Please note we have no evidence that your information has been misused. However, out of an abundance of caution, we have arranged to provide identity monitoring at no cost to you for one year through Kroll, a leader in risk mitigation and response. Kroll's team has extensive experience helping people detect possible misuse of their information when they face an unintentional exposure of confidential data. The identity monitoring services we are making available to you include credit monitoring, fraud consultation and identity theft restoration. For more information on identity theft prevention and Kroll Identity Monitoring, including instructions on how to activate your complimentary membership, please visit the below website and see the additional information provided with this letter.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

*You have until **September 30, 2021** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

To prevent incidents like this from occurring in the future, we have implemented enhanced monitoring tools and further strengthened our security processes.

What You Can Do.

In addition to activating in the identity monitoring services available through Kroll, please see the information included in the "Additional Steps You Can Take" section of this letter which provides helpful tips and guidance.

For More Information.

We have established a dedicated call center to help answer any questions you may have about this incident. The call center is available at **1-855-731-3330**, Monday through Friday, between **9:00 a.m.** and **6:30 p.m.** Eastern Time, excluding major US holidays.

We deeply regret that this incident occurred and sincerely apologize for any concern or inconvenience this may cause.

Sincerely,

A handwritten signature in black ink that reads "Liz Cotter Schlax".

Liz Cotter Schlax
President & CEO



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be 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 you 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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge. This makes it more difficult for identity thieves to open new accounts in your name because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze on your credit reports. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions on how to place a security freeze on your credit reports, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information when requesting a freeze. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after receiving your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

You may contact the United Way of Greater Portland at 207-874-1000, or 550 Forest Ave Suite 100, Portland, ME 04101.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us.

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>.

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov.



United Way
of Greater Portland

<<Date>> (Format: Month Day, Year)

<<first_name>> <<last_name>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

<<first_name>> <<last_name>>,

At United Way of Greater Portland, we take the privacy and security of the information we hold very seriously. We are writing to inform you that we recently identified and addressed a security incident and have learned that the incident may have involved some of your information. This notice explains the incident, outlines the measures we have taken and provides steps you can take in response.

What Happened?

After discovering unusual network activity, we took immediate steps to secure our network, notify law enforcement and launch an investigation with a forensics firm. Through the investigation, we learned that an unauthorized party had potentially acquired or accessed certain information that was stored on our systems sometime between May 11 and 12, 2021.

What Information Was Involved?

We conducted a comprehensive review of the files involved and, on June 2, 2021, determined that one or more files contained your name, address, and Social Security number. We have your information because you either are or were at one point a vendor in our system and we needed your Social Security number of tax purposes.

What We Are Doing.

Please note we have no evidence that your information has been misused. However, out of an abundance of caution, we have arranged to provide identity monitoring at no cost to you for one year through Kroll, a leader in risk mitigation and response. Kroll's team has extensive experience helping people detect possible misuse of their information when they face an unintentional exposure of confidential data. The identity monitoring services we are making available to you include credit monitoring, fraud consultation and identity theft restoration. For more information on identity theft prevention and Kroll Identity Monitoring, including instructions on how to activate your complimentary membership, please visit the below website and see the additional information provided with this letter.

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North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov.