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The Honorable Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Security Incident Potentially Impacting New Hampshire Residents

Dear Attorney General Foster:

I am writing to inform you of a possible data security incident potentially impacting New Hampshire residents.

I represent Ursus Holdings, LLC (“Ursus”). Ursus provides legal diligence and curative work in connection with real estate assets and related investments on behalf of various banks and investment funds. Accordingly, in the ordinary course of its business, Ursus has access to and uses personally identifiable information (“PII”) of individual mortgagees, including social security numbers.

On April 25, 2016, Ursus first detected suspicious email activity. An employee’s email account began sending “blast” or “spam” emails. Once the suspicious activity was detected, Ursus immediately took action to isolate the affected email account, investigate the incident, and secure any other accounts that may have been compromised. Among other things, Ursus reset the employee email account passwords, revoked authentication tokens, and implemented two-factor authentication.

Based upon the investigation conducted, the first employee’s email was likely compromised on or about March 21, 2016 through a phishing attack that requested account credentials to access what appeared to be a secure PDF attachment. Upon the employee providing the credentials, others within the employee’s contact list began receiving similar emails. Three other employees are believed to have received the same email attachment and provided their credentials.

As part of the investigation, Ursus reviewed the emails and documents contained in the Google Mail and Google Docs accounts of the four employees discussed above to determine if they contained PII and, if so, to determine the identity of individuals potentially affected. Due to the nature of this incident, there was no simple query to run to determine the list of those individuals potentially affected, the residency of those individuals potentially affected, and the

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number of individuals potentially affected in a given state. Ursus had to review the documents, compile the list, and then remove duplicate entries from the list, primarily by manual methods.

As a result of this lengthy and labor-intensive review, Ursus determined that documents containing the names and social security numbers of 42 New Hampshire residents were included in the Google Mail and Google Docs accounts of the four employees. Some documents also included financial account information, such as routing numbers, and credit card numbers.

Please understand that there is no evidence that documents containing PII were accessed, merely that the email accounts were accessible and could be used to send spam email. However, out of an abundance of caution, Ursus intends to provide notification to the affected individuals as well as identity repair and credit monitoring services. The notices are expected to be sent on September 12, 2016.

If you have any questions regarding this incident or need additional information, please do not hesitate to contact me.

Very truly yours,



Sara Hollan Chelette