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October 31, 2022

**VIA ONLINE SUBMISSION**

Attorney General John Formella  
Office of the Attorney General  
New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 03301  
Email: attorneygeneral@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General Formella:

We represent U.S. Translation Company (“UST”), a translation and interpretation company located in Utah. This letter is being sent because personal information belonging to certain current and former UST employees may have been involved in a recent data security incident, including a resident of New Hampshire. The potentially affected information included the resident’s name and Social Security number.

On July 7, 2022, UST discovered a data security incident impacting certain systems. UST thereafter launched an investigation and took steps to secure our network. UST also engaged an independent digital forensics firm to assist with the investigation and determine what happened and whether sensitive information may have been accessed or acquired during the incident. Through the course of the investigation, UST learned that some files may have been accessed or acquired from its network environment on July 7, 2022. On September 21, 2022, UST identified employee information among the potentially affected data and worked to identify up-to-date contact information for all potentially affected individuals in preparation for notification.

On October 24, 2022, UST identified one (1) potentially affected New Hampshire resident whose information may have been involved. UST notified the potentially affected New Hampshire resident of this incident via U.S. Mail on October 31, 2022. In so doing, UST offered notified individuals one year of complimentary identity protection services through Kroll. These services include Credit Monitoring, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration. A sample copy of the notification letter is attached to this correspondence.

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UST takes the privacy and security of all information in its possession very seriously. If you have any questions or need additional information, please do not hesitate to contact me at (215) 253-7506 or [Aubrey.Weaver@lewisbrisbois.com](mailto:Aubrey.Weaver@lewisbrisbois.com).

Sincerely,

Aubrey L. Weaver of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enc.: Sample Consumer Notification Letter



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

<<b2b\_text\_1(Subject: Notice of (subject header))>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

U.S. Translation Company (“UST”) is writing to inform you of a data security incident that may have impacted your personal information. We take the privacy and security of your information very seriously. That is why we are writing to provide additional information about the incident, offer you complimentary identity monitoring services, and inform you about steps that you can take to help protect your information.

**What Happened?** On July 7, 2022, UST discovered a data security incident impacting certain systems. We thereafter launched an investigation and took steps to secure our network. We also engaged an independent digital forensics firm to assist with the investigation and determine what happened and whether sensitive information may have been accessed or acquired during the incident. Through the course of our investigation, we learned that some files may have been accessed or acquired from our network environment on July 7, 2022. After reviewing the potentially affected files, we identified that some of your personal information may have been contained therein on September 21, 2022.

**What Information Was Involved?** The potentially affected information may have included your <<b2b\_text\_2(data elements)>>. UST is not aware of any fraud or misuse of the information that may have been involved in this matter.

**What Are We Doing?** As soon as we discovered this incident, we took the measures described above. We have also taken measures to improve our systems in an effort to mitigate against the evolving cybersecurity risks that all businesses face and reduce the likelihood of a similar incident occurring in the future. We also reported the incident to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to facilitate prosecution of the perpetrators.

In addition, we are providing you with information about steps that you can take to help protect your personal information. As an added precaution, to help relieve concerns and to help protect your identity following this incident, UST has secured the services of Kroll to provide identity monitoring and identity theft restoration services at no cost to you for 12 months. Kroll is a global leader in risk mitigation and response, and the Kroll team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your services include Credit Monitoring, Web Watcher, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration. Enrollment information is available on the following page.

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

You have until <<b2b\_text\_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s\_n>>

**What Can You Do?** You can follow the recommendations included with this letter to help protect your information. In addition, we encourage you to activate in the services offered through Kroll. Please note the deadline to activate is <<b2b\_text\_6(activation deadline)>>.

**For More Information:** Further information about how to help protect your personal information is included with this letter. If you have questions or need assistance, please call 1-???-???-???, Monday through Friday from 7:00 am – 4:30 pm Mountain Time, excluding major U.S. holidays. Kroll representatives are fully versed on this incident and can answer any questions you may have regarding this incident and the safeguarding of your personal information.

UST takes your trust in us and this matter very seriously and deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

David Utrilla  
Chief Executive Officer

U.S. Translation Company  
320 W. 200 S.  
Salt Lake City, Utah 84101

## STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

**Equifax**

P.O. Box 105851  
Atlanta, GA 30348  
1-800-525-6285  
[www.equifax.com](http://www.equifax.com)

**Experian**

P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov), and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**

200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

**New York Attorney General**

Bureau of Internet and Technology  
Resources  
28 Liberty Street  
New York, NY 10005  
1-212-416-8433

**North Carolina Attorney General**

9001 Mail Service Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

**Washington D.C. Attorney General**

441 4th Street, NW  
Washington, DC 20001  
[oag.dc.gov](http://oag.dc.gov)  
1-202-727-3400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.



## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

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

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll 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.

### **Web Watcher**

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

### **\$1 Million Identity Fraud Loss Reimbursement**

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

### **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.