



April 1, 2021

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Via First Class Mail

**Attorney General Gordon J. MacDonald**

Office of the Attorney General

33 Capitol Street

Concord, NH 03302

RECEIVED

APR 12 2021

CONSUMER PROTECTION

Re: Cybersecurity Incident  
Client: USG Insurance Services, Inc.  
File No.: 16428.00003

Dear Attorney General MacDonald:

We represent USG Insurance Services, Inc. (“USG”) an insurance company with multiple locations throughout the country. USG is headquartered in Canonsburg, Pennsylvania. USG takes the security and privacy of the information in its control seriously, and is taking steps to prevent a similar incident from reoccurring in the future. This notice serves as a supplement to USG’s initial notice, dated November 24, 2020.

**1. Nature of the incident.**

On October 27, 2020 USG discovered that an unauthorized user had gained access to its network. Upon discovery of the unauthorized access, USG immediately engaged a third party professional cybersecurity forensics team to investigate the incident and determine the scope and extent of the unauthorized access and determine whether any sensitive policyholder information was impacted. USG discovered that the unauthorized individual may have had access to USG employee information. USG previously submitted notice to the Attorney General’s office pertaining to potential access to employee information. Following the conclusion of the forensic investigation on January 8, 2021, USG learned that the impacted server also stored Personally Identifiable Information (“PII”) related to commercial lines policies that USG writes for its auto and garage policies. The data potentially accessed includes individual’s first and last name in combination with a license and/or state identification number.

**2. Number of New Hampshire residents affected.**

Unfortunately, despite numerous attempts made by USG and cybersecurity experts, given the nature of the ransomware infection data was lost and USG is unable to determine the amount of individuals that were impacted in the incident. USG’s review was able to determine that four (4) policies were prepared for policyholders in New Hampshire which may have been accessible to an unauthorized individual. According to USG, each policy contains the above mentioned PII for

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approximately ten (10) individuals.

Given that USG lacks sufficient contact information and is unable to determine the names of the individuals who may have been impacted, USG has posted substitute notice on its website for 90 days. This notice was posted on April 1, 2021. A screenshot of the substitute notice is included as **Exhibit A**.

**3. Steps taken.**

At this time, there is no evidence that any information has been misused as a result of this incident. USG takes the security of all the information in its control very seriously, and is taking steps to prevent a similar event from occurring in the future, including but not limited to implementing tenant wide password changes and updating and installing enhanced security measures such as Carbon Black. Carbon Black is a software that is designed to detect malicious behavior and helps prevent malicious files from attacking an organization.

**4. Contact information.**

USG remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at [Anjali.Das@WilsonElser.com](mailto:Anjali.Das@WilsonElser.com) or 312-821-6164.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**



Anjali C. Das

Enclosure

**EXHIBIT A**





USG Insurance Services, Inc. ("USG") experienced a cybersecurity incident that may have resulted in the unauthorized access to some of auto and garage policyholders' employees' personal information. USG takes the security of this personal information very seriously, and we sincerely apologize for any inconvenience this incident may cause.

USG is committed to the protection of the personal information it collects and stores, this notice contains information about the incident and steps USG has taken to protect personal information moving forward.

On October 27, 2020 USG discovered that an unauthorized user had gained access to its network. Upon discovery of the unauthorized access, USG immediately engaged a third party professional cybersecurity forensics team to investigate the incident and determine the scope and extent of the unauthorized access and determine whether any sensitive policyholder information was compromised.

The forensics investigation discovered that the unauthorized individual may have had access to our policyholders' employees' Personally Identifiable Information ("PII"). Given the nature of the cybersecurity incident, USG was unable to review its systems to determine which individuals' PII may have potentially been accessed. USG, was able to confirm, that first and last name in combination with driver's license and/or state identification numbers.

The exfiltrated PII did not include any of our policyholders' employees' financial account information, credit or debit card information, or social security numbers.

At this time, there is no evidence that any personal information has been misused as a result of this incident. We take the security of all information in our control very seriously, and are taking steps to prevent a similar event from occurring in the future, including but not limited to updating and installing enhanced security measures and implementing tenant wide password changes.

We sincerely regret any inconvenience that this matter may cause your policyholders and remain dedicated to maintaining the security and protection of information in our control.

Sincerely,

USG Insurance Services