



Tel: (603) 225-0180 www.velcro.com

VELCRO USA, INC.
95 Sundial Avenue – Manchester, NH – 03103

*Via Federal Express and
First Class U.S. Mail*

September 1, 2017

Attorney General Joseph Foster
Office of the Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Notification Pursuant to N.H. Rev. Stat. Ann §§ 39-C:19,-C:20,-C:21

Dear Attorney General Foster:

I am writing to let you know about a data security incident that exposed the personal information of 11 New Hampshire residents.

On August 24, 2017, the company became aware of suspicious changes in the employee self-service portal of the ADP system which the company uses for payroll processing. After investigation, it was learned that direct deposit information of 12 individuals (11 New Hampshire residents) was changed in the ADP payroll system so that future pay for those 12 individuals would be directed to pre-owned bank cards in an effort to divert the employee's pay. Only a single paycheck of one employee was successfully diverted. It was determined however, that electronic bank account information, pay information, and in some cases social security information was accessed by the persons responsible for the breach. Our investigation has also revealed that the individuals who had their direct deposit information changed in the ADP system had been targets of a phishing attack on August 17, 2017. We believe the incident was an effort to divert pay. The facts of our investigation do not suggest any misuse of an individual's information for any other fraudulent purposes.

How has the company responded: Upon discovery of the security concern on August 24, 2017, the company promptly took steps to minimize the exposure of the employee's personal information. These steps included extensive testing to understand the nature of the incident. The company also disabled the ability of a user to change any bank information to their ADP account. In addition, the company took steps to ensure that passwords of the individuals who had been targeted by the August 17, 2017 phishing attack had been changed and that there was no unusual or suspicious activity in their accounts other than the ADP incident.

RECEIVED
SEP 05 2017
CONSUMER PROTECTION



VELCRO USA, INC.

95 Sundial Avenue – Manchester, NH – 03103

Tel: (603) 225-0180

www.velcro.com

The 11 New Hampshire residents whose financial account information was compromised in the incident have been notified. A copy of the notification letter is attached. All 12 individuals impacted will be provided with a one-year membership to LifeLock® which provides monitoring against misuse of personal information and insurance in the event of such misuse.

We would be happy to answer any questions that you may have. Please feel free to contact me at 617-946-5507.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Anne Warner', written in a cursive style.

Anne T. Warner
General Counsel, VGC

Enclosure



VELCRO USA INC.

95 Sundial Avenue – Manchester, NH – 03103
Tel: (603) 669-4880
www.velcro.com

Via Email and
First Class U.S. Mail

August 31, 2017

██████████
████████████████████
████████████████████

RE: NOTIFICATION OF PRIVACY BREACH

Dear ██████████:

We are writing to inform you of a data security incident that exposed your personal information to outside third parties.

Here is what happened:

On August 24, 2017, the company became aware of suspicious changes in the self-service portal of the ADP system which the company uses for payroll processing. After investigation, it was learned that direct deposit information of 12 individuals was changed in the ADP payroll system so that future pay for those 12 individuals would be directed to pre-owned bank cards, in an effort to divert the employee's pay. Only a single paycheck of one employee was successfully diverted. It was determined however, that electronic bank account information, pay information, and in some cases social security information was accessed by the persons responsible for the breach. Our investigation has also revealed that the individuals who had their direct deposit information changed in the ADP system had been targets of a phishing attack which occurred on August 17, 2017.

How has the company responded:

Upon discovery of the security concern on August 24, 2017, the company promptly took steps to minimize the exposure of your information. These steps included extensive testing to understand the nature of the incident. The company also disabled the ability of any user to change any information to their ADP account. In addition, the company took steps to ensure that all passwords of individuals who had been targeted by the August 17, 2017 phishing attack had been changed and that there was no unusual or suspicious activity in their accounts other than the ADP incident.



VELCRO USA INC.

95 Sundial Avenue - Manchester, NH - 03103
Tel: (603) 669-4880
www.velcro.com

What are the risks that my information will be misused?

We believe the incident was an effort to divert pay. The facts of our investigation do not suggest any misuse of your personal information for any other fraudulent purposes. Nonetheless, unauthorized use of your information is possible. Accordingly, the company is offering you credit monitoring services as outlined below.

How can I protect myself?

To help monitor and protect your information, the Company is offering a **complimentary** one-year membership to LifeLock. This product helps detect possible misuse of your personal information. To take advantage of this offer, please contact Derek Liporto, Manager, HR Business Partner at 603-626-8515 or dliporto@velcro.com

Please know the company takes privacy and security of our employee's information very seriously and is committed to minimizing the risks associated with the exposure of your personal information. Should you have any concerns regarding this matter and/or the protections available to you, please do not hesitate to contact me.

Very truly yours,

VELCRO USA INC.

A handwritten signature in black ink, appearing to read 'Frank Smigelski'.

Frank Smigelski
Interim President