

STATE OF NH  
DEPT OF JUSTICE  
2017 JAN 30 AM 9:22

Peter J. Caruso II  
Direct Dial: 617-456-8034  
[pcaruso@Prinzelobel.com](mailto:pcaruso@Prinzelobel.com)

January 27, 2017

**BY OVERNIGHT MAIL**

The Honorable Joseph Foster  
Attorney General  
New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 03301

Re: Security Breach Notification – Verc Enterprises, Inc.

Dear Attorney General Foster:

We are writing to notify you of a data security incident that has affected 22 New Hampshire resident employees of our client, Verc Enterprises, Inc. ("Verc").

On or about January 21, 2017, a hacker was able to spoof the email address of member of Verc's management team. The hacker, using the spoofed email address, emailed one of Verc's employees and requested W-2 information and the names, addresses, dates of birth and telephone numbers of all Verc employees. Believing the request to be legitimate, authentic, and from a direct supervisor, the Verc employee provided the requested information to the unknown person on January 21, 2017.

The W-2 information contained information such as: the name, postal address, social security number, employer information, salary details, and certain tax return data, including withholding information, exemptions, and allowances of employees.

Our client became aware of the email spoofing on January 23, 2017. Immediately, Verc took steps to investigate and provide prompt notification to its affected employees. An initial email was forwarded to all employees on January 24, 2017 identifying the incident and an additional written notification was mailed (and emailed where possible) to all Verc employees on January 25, 2017. A sample of the letter sent is attached hereto. To further assist its employees, our client has established a point person to receive any and all inquiries related to the incident.

In addition, Verc has engaged its IT consultant to review the Verc system for any other potential vulnerability to ensure that no other incidents have occurred. Verc also filed a police report on January 23, 2017 to help further investigate this incident.

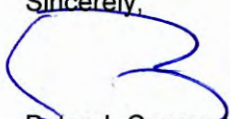
As a family-owned company, Verc is committed to protecting the privacy and security of its employees and clients. Verc has worked, and continues to work, to strengthen its administrative and technical controls. In the event that any significant developments are discovered as Verc continues to investigate and monitor this incident, we will promptly inform your office.

Prince Lobel Tye LLP  
One International Place  
Suite 3700  
Boston, MA 02110  
TEL: 617 456 8000  
FAX: 617 456 8100

Honorable Joseph Foster  
January 27, 2017  
Page 2

Should you have any questions or require further information, please do not hesitate to contact me.

Sincerely,



Peter J. Caruso II

CC: Verc Enterprises, Inc.

Encl.

STATE OF NH  
DEPT OF JUSTICE  
2017 JAN 30 AM 9:23

January \_\_, 2017

[Consumer Name]  
[Address]  
[City, New Hampshire]

RE: **Security Breach Notification**

Dear [ ]:

We are writing to notify you that we are investigating a potential breach of security whereby certain past and present employee information may have been accessed by an unauthorized person through the illegal "spoofing" of one of our employee's email addresses. We believe that an unauthorized person gained access to such information on or about Saturday, January 21, 2017.

#### **What Information is Involved**

Past and present employee W-2 forms, which include some of your personal information such as your social security number, name, address, salary details and certain tax return data.

#### **What We Are Doing to Protect You**

We take our obligation to safeguard personal information very seriously. We have launched an investigation into the matter and we are working with law enforcement authorities to determine the facts behind the potential breach. We are taking measures to minimize future risks by strengthening our internal administrative and technical controls. We are available to help answer any questions and provide guidance to you related to this issue.

#### **Steps You Can Take To Protect Yourself**

*Review Credit Card/Bank Account and Credit Statements and Request Security Freeze*

You should continue to closely review your account statements and your credit report. Consumers may place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere

with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report you must send a written request to each of the three major consumer reporting agencies: Equifax ([www.Equifax.com](http://www.Equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze  
P.O. Box 7040241  
Atlanta, GA 30374-0241  
1-800-525-6285

Experian Security Freeze  
P.O. Box 2104  
Allen, TX 75013  
1-888-397-3742

Trans Union LLC  
P.O. Box 2000  
Chester, PA 19016  
1-800-680-7289

In order to request a security freeze you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five (5) years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. If you are a victim of identity theft, include a copy of either the police report, investigative report or complaint to a law enforcement agency concerning identity theft;

8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, Mastercard, American Express or Discover only). DO not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation you within five (5) business days and provide you with a unique person identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift a security freeze in order to allow a specific entity or individual access to your credit report you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address and social security number) AND the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) AND the PIN or number of password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

#### *Federal Trade Commission Information*

Additionally, the Federal Trade Commission (FTC) also provides information related to identify theft and fraud alerts. You may contact the FTC as follows: (i) its website, <http://www.ftc.gov/>, (ii) by phone, 1-877-438-4339 or (ii) by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580.

#### *Remediation Providers*

There are numerous providers of services to assist in the protection of your identity and personal information. One such provider is AllClearID. The company's contact information is as follows: (a) web-site: [www.allclearid.com](http://www.allclearid.com) and (b) phone 1-855-434-8077. Their website has a helpful resources page found at: <https://www.allclearid.com/personal/resource-center/>

#### **Tax-Related Identify Theft**

The IRS is warning consumers about tax-related identify theft as we enter the tax season. We recommend that you visit the IRS's identify theft web-page at

<https://www.irs.gov/uac/taxpayer-guide-to-identity-theft> to review possible identity theft protections offered by the IRS.

If you receive correspondence from the IRS that you may be the victim of tax-related identity theft or your e-file tax return was rejected as a duplicate, the IRS suggests that you: (i) Submit IRS Form 14039 (Identity Theft Affidavit), (ii) continue to file your return, even if the filing must be done on paper (attaching form 14039) and (ii) watch for any IRS follow-up correspondence and replay quickly. The following link provides additional information:

<https://www.irs.gov/individuals/data-breach-information-for-taxpayers>.

You can review further details about steps you could take to monitor and protect your credit on the Federal Trade Commission's Identity Theft website, at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

Verc Enterprises is committed to protecting the privacy and security of your information and we are working diligently to ensure this incident does not occur again. We are reviewing our security process and protocols and evaluating additional safeguards to the extent that they are warranted. We regret any inconvenience or concern caused by this situation. Please feel free to contact Barry Ahern at 781-934-7300, ext. 111 with any questions.

Sincerely,

---

By:

Title: