

STATE OF NH
DEPT OF JUSTICE

BakerHostetler 2017 MAR -1 AM 9: 50

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February 28, 2017

VIA OVERNIGHT MAIL

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol St.
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Foster:

We are writing on behalf of our client Virginia Wesleyan College, to notify you of an incident that involved personal information of New Hampshire residents. On February 15, 2017, Virginia Wesleyan College learned that a targeted spear phishing email message had been sent to a Virginia Wesleyan College employee the same day. The email was designed to appear as though it had been sent to the employee by a Virginia Wesleyan College executive requesting W-2 information. Believing the email to be legitimate, the employee replied to the message on the day the email was received and attached 2016 Forms W-2 for current and former employees. The information contained on the W-2 Forms includes the employees' names, addresses, Social Security numbers, and earnings information.

Virginia Wesleyan College, upon learning of this incident, immediately notified the FBI, IRS, and state taxing authorities. On February 16, 2017, Virginia Wesleyan College notified current employees by email notice, and on February 28, 2017, mailed letters to current and past affected employees, including one New Hampshire resident. Notification is being provided in the most expedient time possible and without unreasonable delay following the completion of the investigation to determine the scope of the incident. *See* N.H. Rev. Stat. Ann. §359-C:20. The notice is provided in substantially the same form as the letter attached hereto.

In addition to providing the notice described above, Virginia Wesleyan College is offering potentially affected individuals access to two (2) years of free credit monitoring and identity restoration services through Experian's ProtectMyID Alert product. Further, Virginia

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

Consumer Crimes Section

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Wesleyan College is providing potentially affected individuals with information on how to protect against identity theft and fraud, including information on how to contact the Federal Trade Commission, the state attorney general, and law enforcement to report any attempted or actual identity theft and fraud, and information on how to contact the three major credit bureaus.

Please contact me if you have any questions or need additional information.

Sincerely,

A handwritten signature in blue ink that reads "Paulette M. Thomas". The signature is written in a cursive style.

Paulette M. Thomas

Counsel

Enclosures



Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

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<<Mail ID>>
<<Name>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <Name>:

Virginia Wesleyan College is committed to maintaining the privacy and security of our current and former employees' personal information. Regrettably, we are writing to inform you of an incident involving some of that information.

Shortly before noon Wednesday, February 15, 2017 personal data of some Virginia Wesleyan College faculty, staff, and student employees was provided to an unauthorized individual when a file containing the names and W-2s of all 2016 employees was emailed in response to a phishing request.

We have notified the FBI, the IRS, and state taxing authorities of the incident. The IRS has indicated to us that they will monitor affected employees' returns for the purposes of attempting to prevent fraudulent tax refunds from being paid out.

We recognize this issue can be frustrating and we are taking steps to help protect you and to safeguard the personal information we receive and maintain going forward. **We are offering a complimentary two-year membership of Experian's® ProtectMyID® Alert.** This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. **For more information on ProtectMyID Alert and instructions on how to activate your complimentary two-year membership, please see the next page of this letter.**

We regret any concern this may cause you. To help prevent something like this from happening again, we are analyzing where process changes are needed and will take the appropriate actions. Should you have further questions regarding this incident, you may call please call 1-844-723-9345, Monday through Friday, from 9:00 a.m. to 9:00 p.m. Eastern Time, excluding holidays.

Sincerely,

Cary Sawyer
Vice President for Administration and Finance
Virginia Wesleyan College

ACTIVATE PROTECTMYID NOW IN THREE EASY STEPS

1. ENSURE That You Enroll By: <Enrollment Date> (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/enroll
3. PROVIDE Your Activation Code: <Enrollment Code>

If you have questions or need an alternative to enrolling online, please call **877.441.6943** and provide engagement #: <PCNumber>

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH PROTECTMYID MEMBERSHIP:

A credit card is **not** required for enrollment.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in ProtectMyID:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Internet Scan:** Alerts you if your information is found on sites containing compromised data.
- **Address Change Alerts:** Alerts you of changes to your mailing address
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*:** Provides coverage for certain costs and unauthorized electronic fund transfers.
- **Lost Wallet Protection:** Get help replacing credit, debit, and medical insurance cards.

Activate your membership today at www.protectmyid.com/enroll
or call **877.441.6943** to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877.441.6943.

Even if you choose not to take advantage of the identity theft protection services we are offering, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit www.annualcreditreport.com or call toll free at 877-288-8057. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax
P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian
P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion
P.O. Box 105281
Atlanta, GA 30348-5281
www.transunion.com
(800) 680-7289

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/idtheft
(877) 438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.