

STATE OF NH
DEPT OF JUSTICE
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BakerHostetler

Baker&Hostetler LLP

1170 Peachtree Street
Suite 2400
Atlanta, GA 30309-7676
T 404.459.0050
F 404.459.5734
www.bakerlaw.com

John P. Hutchins
direct dial: 404.946.9812
jhutchins@bakerlaw.com

February 26, 2021

VIA OVERNIGHT LETTER

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Sir or Madam:

I am writing on behalf of our client, Volunteers of America Chesapeake & Carolinas ("VOACC"), to notify you of a security incident involving one New Hampshire resident. VOACC is a non-profit organization that provides health and human services to individuals in Maryland, Virginia, District of Columbia, and the Carolinas.

VOACC conducted an investigation involving unauthorized access to certain VOACC employees' email accounts. Upon learning of the unauthorized access, VOACC secured the employees' email accounts and investigated the nature and scope of the incident. A cybersecurity forensics firm was engaged to assist. The investigation determined that an unauthorized person had access to the contents of the employees' accounts at times between July 6, 2020 and October 7, 2020. The investigation did not determine whether the unauthorized individual viewed or accessed any of the emails in the accounts; however, VOACC was not able to rule out that possibility. VOACC searched the contents of the accounts to identify documents containing personal information. On February 1, 2021, VOACC determined that one or more emails or attachments in the accounts contained personal information pertaining to one New Hampshire resident, including their name and Social Security number.

Beginning on February 25, 2021, VOACC will notify the New Hampshire resident in substantially the same form as the enclosed letter via United States Postal Service First Class Mail.¹ VOACC is offering the New Hampshire individual a complimentary, one-year membership to credit monitoring, fraud consultation, and identity theft restoration services through Kroll. VOACC is recommending that individuals remain vigilant to the

¹ This notice does not waive VOACC's objection that New Hampshire lacks personal jurisdiction over it related to any claims that may arise from this incident.

February 26, 2021

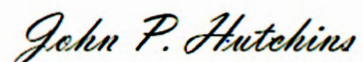
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possibility of fraud by reviewing their account statements for unauthorized activity. VOACC has also established a dedicated call center where all individuals may obtain information regarding the incident.

To help prevent a similar incident from occurring in the future, VOACC is taking steps to enhance its existing security protocols and re-educating its staff for awareness on these types of incidents.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "John P. Hutchins". The signature is written in a cursive style and is placed on a light gray rectangular background.

John Hutchins

Partner

Enclosure



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

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

At Volunteers of America Chesapeake & Carolinas (“VOACC”), we understand the importance of securing the personal information we maintain. We are writing to inform you of an incident that may have involved some of your information. This notice explains the incident, measures we have taken, and some steps you can take in response.

We conducted an investigation involving unauthorized access to a small number of VOACC employees’ email accounts. Upon learning of the unauthorized access, we secured the employees’ email accounts and investigated the nature and scope of the incident. A cybersecurity forensics firm was engaged to assist. The investigation determined that an unauthorized person had access to the contents of the employees’ accounts at times between July 6, 2020 and October 7, 2020. The investigation could not determine whether the unauthorized individual viewed or accessed any of the emails or attachments in the accounts; however, we were not able to rule out that possibility. We searched the contents of the accounts to identify documents containing personal information. On February 1, 2021, we determined that an email or attachment contained in the accounts contained your personal information, including your <<b2b_text_1(ImpactedData)>>.

Although we cannot confirm your information was viewed, and we have no indication that your information has been misused, we wanted to inform you of this incident. As always, it is a good idea to your review all of your financial account statements for any unauthorized activity and, if you determine that such unauthorized activity occurred, notify your financial institution immediately. As an added precaution, we have also secured the services of Kroll to provide identity monitoring at no cost to you for one year. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

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

You have until **May 25, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

For more information on identity theft prevention and your complimentary services, as well as additional steps you may take to help protect your personal information, please see the additional information provided in this letter.

We regret any inconvenience or concern this incident may cause. We are taking steps to enhance our existing security protocols and re-educating our staff for awareness on these types of incidents in the hopes of reducing the chances of a similar incident happening in the future. If you have any questions, please call 1-XXX-XXX-XXXX, Monday through Friday from 8:00 A.M. through 5:30 P.M. Central Time.

Sincerely,

Suzanne Tobin
Chief Financial Officer

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

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

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—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.

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.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

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

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

If your health insurance or medical information was involved, it is also advisable to review the billing statements you receive from your health insurer or healthcare provider. If you see charges for services you did not receive, please contact the insurer or provider immediately.

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be

placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- Experian Security Freeze, PO Box 9554, Allen, TX 75013, www.experian.com
- TransUnion Security Freeze, PO Box 2000, Chester, PA 19016, www.transunion.com
- Equifax Security Freeze, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Additional information for residents of the following states:

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

West Virginia: You have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described above. You also have a right to place a security freeze on your credit report, as described above.

Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.

- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.
- You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.