



STATE OF NH  
DEPT OF JUSTICE  
2018 FEB 15 AM 10:52

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February 9, 2018

**Attorney General Joseph Foster**  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03302

Dear Attorney General Foster:

We represent Weaver & Tidwell, LLP (“Weaver”) with respect to a recent data security incident involving the potential exposure of personally identifiable information described in more detail below. Weaver is a professional services firm providing tax, financial advisory, and assurance services, headquartered in Fort Worth, Texas.

**1. Nature of security incident.**

Weaver utilizes a cloud-based, third-party service called CCH Client Access (“CCH”) to exchange documents with its tax clients. On January 10, 2018, CCH informed Weaver that an unauthorized person was able to log into a Weaver partner’s CCH account after successfully guessing the answer to a security question. As soon as Weaver learned of the incident, they began working with CCH to investigate the issue, determine what occurred and what information may have been at risk, and asked CCH to implement additional security measures. CCH determined that documents in a limited number of Weaver client CCH accounts were downloaded by the unauthorized user. These documents may have included clients’ name, Social Security number, and financial account information.

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

Two (2) New Hampshire residents were impacted by this incident. A notification letter was sent to the affected individuals on February 9, 2018 via regular mail (a copy of the form notification letter is enclosed).

**3. Steps taken or plan to take relating to the incident.**

Weaver is working with CCH to ensure that they address the issues that allowed the unauthorized person to gain access to the portal without Weaver’s knowledge. CCH has already enabled multi-factor authentication in order to sign into an account, and will be implementing additional security measures. These measures include notifying account holders by email when the “forgot password” function is used and sending a temporary password to the account holder’s

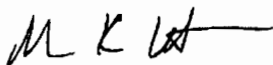
email when a security question is answered rather than permitting immediate access to the account. Additionally, affected individuals were offered triple bureau credit monitoring and identity restoration services free of charge for two year through ID Experts.

**4. Contact information.**

Weaver remains dedicated to protecting the confidential information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at [MVentrone@ThompsonCoburn.com](mailto:MVentrone@ThompsonCoburn.com) or (312) 580-2219.

Very truly yours,

Thompson Coburn LLP

A handwritten signature in black ink, appearing to read 'M K Ventrone', with a horizontal line extending to the right.

Melissa K. Ventrone

Enclosure

# Exhibit A

<<Name>>  
<<Address1>>  
<<Address2>>  
<<City>><<State>><<ZIP>>

<<Date>>

## Notice of Data Security Incident

Dear <<Name>>:

We are writing to inform you of a recent data security incident identified by Weaver & Tidwell LLP (“Weaver”), which impacted a limited number of CCH Client Access (“CCH”) portal accounts. As you know, we use CCH to exchange documents with you, and this incident involved documents in your CCH account that may have contained your personal information, including your name and Social Security number. We value and respect the privacy of your information, and sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information, and resources we are making available to help you.

### What happened

On January 10, 2018, CCH informed us that an unauthorized person was able to log into a Weaver partner’s CCH account after successfully guessing the answer to a security question. As soon as we learned of the incident, we began working with CCH to investigate the issue, determine what occurred and what information may have been at risk, and asked CCH to implement additional security measures. Unfortunately, CCH informed us that documents in your CCH account were downloaded by the unauthorized user. These documents may have included your name, Social Security number, and financial account information.

### What we are doing and what you can do

Because we value the privacy and security of your information, we are offering, at no charge to you, identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include:

- A credit report
- 24 months of triple bureau credit and CyberScan monitoring
- \$1,000,000 insurance reimbursement policy
- Exclusive educational materials
- Fully managed ID theft recovery services

With this protection, MyIDCare will help you resolve issues if your identity is compromised. Your enrollment code is [XXXXXXXXXX].

We encourage you to contact ID Experts to enroll in MyIDCare services by calling 1-800-939-4170 or going to [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect) and using the enrollment code provided above. MyIDCare experts are available Monday through Friday from 8 am - 7 pm Central Time. Please note the deadline to enroll is May 9, 2018.

Additionally, if you know or suspect you are a victim of tax-related identity theft, the IRS recommends you take the following steps:

- Respond immediately to any IRS notice – call the number provided or, if instructed, go to [IDVerify.irs.gov](http://IDVerify.irs.gov).
- File IRS Form 14039, Identity Theft Affidavit. At your request, we will prepare this form on your behalf and send it to you.
- Continue to pay your taxes and file your tax return, even if you must do so by paper.

If you previously contacted the IRS and have not received a resolution, you can again contact the IRS for specialized assistance at 1-800-908-4490. The IRS has teams available to assist. You may also visit <https://www.irs.gov/Individuals/Identity-Protection> for more information.

We also want you to know that we are working with CCH to ensure that they address the issues that allowed the unauthorized person to gain access to the portal without our knowledge. CCH has already enabled multi-factor authentication in order to sign into an account, and will be implementing additional security measures, which include notifying account holders by email when the "forgot password" function is used and sending a temporary password to the account holder's email when a security question is answered rather than permitting immediate access to the account.

**For more information:**

If you have any questions or concerns, please call your dedicated Weaver partner directly, or call me at 832-320-3450. Your trust is a top priority for Weaver, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

Mark Watson  
Partner  
Weaver & Tidwell, LLP

## U.S. State Notification Requirements

### For residents of Illinois and Oregon:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

#### **Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion**

P.O. Box 6790  
Fullerton, CA 92834  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

You may also obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

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### For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, the Oregon Attorney general, as well as the Federal Trade Commission.

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### For residents of all states:

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agencies:

#### **Equifax Security Freeze**

P.O. Box 105069  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

#### **Experian Security Freeze**

P.O. Box 9554  
Allen, TX 75013  
<http://www.experian.com/freeze>

#### **TransUnion (FVAD)**

P.O. Box 2000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

More information can also be obtained by contacting the Federal Trade Commission listed below:

#### **Federal Trade Commission**

Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.identityTheft.gov](http://www.identityTheft.gov)