

Morgan Lewis

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COMMUNICATIONS

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VIA US MAIL

February 25, 2022

State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Security Incident of Professional Duplicating as Vendor to W.L. Gore & Associates

Dear Office of the Attorney General:

This Firm represents W.L. Gore & Associates, Inc. ("Gore") and we are writing to notify you regarding the nature and circumstances of a recent data security incident at Professional Duplicating, an outside print and mailing vendor used by Gore. On January 25, 2022, Professional Duplicating intended to send Gore employees who receive paper W-2 Forms their 2021 W-2 Forms, but inadvertently sent 2020 W-2 Forms in error. Gore became aware of this error on January 27th and notified its employees on January 28th. Upon further investigation, on February 9th, Gore discovered that, for employees who changed their mailing addresses to a different address from that which was used in 2020, the 2020 paper W-2 Form was sent to the old (2020) address instead of the new address.

The W-2 form includes the employee's name, address, social security number, and wage information. At this time, Gore has no reason to believe that any personal information on the impacted employees' 2020 W-2 Form has been accessed or used inappropriately. In addition, the W-2 Form was sent in a sealed envelope addressed to the employee and, as it is against the law to interfere with or open a piece of mail that is addressed to another person, Gore expects that the paper W-2 Form that was mailed in error to an outdated address will not be opened and will be forwarded to the intended recipient or returned to Gore as the sender. Nonetheless, out of an abundance of caution and because Gore cannot confirm if the W-2 Form may have been received by an unintended recipient, Gore is sending notice to impacted employees to explain what happened, what information was involved, what Gore has done, and how affected individuals can contact Gore with questions. Gore is also making an offer of one year of credit monitoring to the affected individuals.

Further information about what Gore has done and is recommending to the individuals in question can be found in the enclosed notification that Gore is sending to 2 New Hampshire residents on February 25, 2022.

If you have any questions, please do not hesitate to contact me.

Regards,

Kristin M. Hadgis

Kristin M. Hadgis

Enclosures



Return Mail Processing
 PO Box 589
 Claysburg, PA 16625-0589

February 25, 2022

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 SAMPLE A SAMPLE - L03 OTHER THAN CA, CT & MA
 APT ABC
 123 ANY STREET
 ANYTOWN, ST 12345-6789



Re: Notice of Vendor Data Privacy Incident

Dear Sample A. Sample:

Gore takes issues related to data privacy seriously and is committed to maintaining the privacy and security of your personal information. We are writing to notify you of a recent data privacy incident at Professional Duplicating, an outside print and mailing vendor used by Gore.

At this time, we have no reason to believe that your personal information has been accessed or used inappropriately, but we are sending this letter out of an abundance of caution to share with you what occurred, what information was involved, what we have done, and what you can do to protect your privacy.

What Occurred?

On January 25, 2022, Professional Duplicating, a print and mailing vendor used by Gore, intended to send Associates that receive paper W-2 Forms their 2021 W-2 Forms, but inadvertently sent 2020 W-2 Forms in error. Gore became aware of this error on January 27th. Upon further investigation, on February 9th, we discovered that for former Associates who had changed their mailing addresses to a different address from that which was used in 2020, the 2020 paper W-2 Form was sent to the old (2020) address instead of the new address.

Our records indicate that you are one of those former Associates with an address change. Because of this, your old W-2 Form was mailed to an incorrect address. Your W-2 Form was in a sealed envelope that was addressed to you and since it is against the law to interfere with or open a piece of mail that is addressed to another person, Gore expects that your paper W-2 Form that was mailed in error to an outdated address will not be opened and will be forwarded to you or returned to Gore as the sender.

What Information Was Involved?

Information on your W-2 form includes your name, address, social security number, and wages.

What We Are Doing

Gore is committed to maintaining the privacy and security of your information and is taking this data privacy incident very seriously. Since learning of the incident, we have been taking steps to determine the details of what occurred, which current and former Associates are involved, and ways to lessen any potential impact on you.

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What You Can Do

At this time, we have no evidence that any personal information has been used inappropriately. There are, however, several steps you can take to protect your privacy and to prevent any potential misuse, all of which are a good idea in any event.

- Review statements sent to you by your bank, credit card company, or other financial institutions, as well as government institutions like the IRS.
- If you detect any suspicious transactions or other activity you do not recognize notify the sender of these statements immediately by phone and in writing.
- As a measure of added security and to help protect your identity, we are offering a complimentary one-year membership to Experian IdentityWorks.
 - To activate your membership, visit the Experian IdentityWorks website:
<https://www.experianidworks.com/credit>
 - Provide your activation code:
 - Ensure you enroll by May 31, 2022

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (877) 890-9332 by May 31, 2022. Be prepared to provide engagement number _____ as proof of eligibility for the identity restoration services by Experian.


For More Information

If you have questions or concerns not answered by this letter, please call (877) 890-9332 for questions related to Experian IdentityWorks or Gore HR Services at 410-506-1801 for other Gore-related questions.

The attached Reference Guide describes additional steps that you can take and provides resources for additional information.

Please know that Gore takes this matter very seriously, and we apologize for any concern and inconvenience this may cause you.

Sincerely,



Marci Moss
Global Privacy Leader

REFERENCE GUIDE

In the event that you suspect that you are a victim of identity theft, we encourage you to remain vigilant and consider taking the following steps:

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually; they provide your free report only through the website or toll-free number.

When you receive your credit report, review the entire report carefully. Look for any inaccuracies and/or accounts you don't recognize, and notify the credit bureaus as soon as possible in the event there are any.

You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or www.ftc.gov

Place a Fraud Alert on Your Credit File: To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus.

Equifax	P.O. Box 740241 Atlanta, Georgia 30374-0241	1-800-525-6285	www.equifax.com
Experian	P.O. Box 9532 Allen, Texas 75013	1-888-397-3742	www.experian.com
TransUnion	Fraud Victim Assistance Division P.O. Box 2000 Chester, Pennsylvania 19016	1-800-680-7289	www.transunion.com

Place a Security Freeze on Your Credit File. You have the right to place a "security freeze" on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can request a security freeze free of charge by contacting the credit bureaus at:

Equifax	P.O. Box 740241 Atlanta, Georgia 30374-0241	1-888-298-0045	www.equifax.com
Experian	P.O. Box 9554 Allen, Texas 75013	1-888-397-3742	www.experian.com
TransUnion	Fraud Victim Assistance Division P.O. Box 2000 Chester, Pennsylvania 19016	1-800-680-7289	www.transunion.com

The credit bureaus may require that you provide proper identification prior to honoring your request. 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

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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 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 law enforcement agency concerning identity theft

Placing a security freeze on your credit file may delay, interfere with, or prevent timely approval of any requests you make for credit, loans, employment, housing or other services. For more information regarding credit freezes, please contact the credit reporting agencies directly.

Contact the U.S. Federal Trade Commission. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General and the Federal Trade Commission ("FTC"). If you believe your identity has been stolen, the FTC recommends that you take these additional steps.

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at www.ftc.gov/idtheft) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can learn more about how to protect yourself from becoming an identity theft victim (including how to place a fraud alert or security freeze) by contacting the FTC:

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

For Iowa Residents: State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For Maryland Residents: You can obtain information from the Maryland Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the Maryland Attorney General at: 200 St. Paul Place, Baltimore, MD 21202, 888-743-0023, www.oag.state.md.us

For New York Residents: You may also contact the following state agencies for information regarding security breach response and identity theft prevention and protection information:

New York Attorney General's Office	NYS Department of State's Division of
Bureau of Internet and Technology	Consumer Protection
(212) 416-8433	(800) 697-1220
https://ag.ny.gov/internet/resource-center	https://www.dos.ny.gov/consumerprotection

For North Carolina Residents: You can obtain information from the Federal Trade Commission and the North Carolina Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699, 1-877-566-7226, www.ncdoj.gov

For Oregon Residents: State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission. You can contact the Oregon Attorney General at: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, (877) 877-9392, www.doj.state.or.us