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RECEIVED

OCT 30 2017

CONSUMER PROTECTION

M. Scott Koller
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October 27, 2017

VIA OVERNIGHT MAIL

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

Re: *Incident Notification*

Dear Attorney General Foster:

On October 10, 2017, our client Workfront was notified by SyncHR, the third-party vendor it hired to manage employee benefits, of a security incident involving personal information. A SyncHR employee inadvertently made a report containing some of Workfront's employees and dependents' information available to an HR representative at another SyncHR customer. The recipient of the inadvertently disclosed report promptly deleted the information and reported the incident to SyncHR.

Workfront submits this notice after learning that the report contained personal information for three (3) New Hampshire residents, including their name, address, dates of birth, and Social Security number.

Workfront began notifying individuals by U.S. Mail on October 27, 2017 in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the document enclosed herewith.¹ Workfront is also offering affected individuals one year of identity theft protection services through Experian and has provided a dedicated phone number to answer any questions that individuals may have regarding the incident.

¹ This report is not, and does not constitute, a waiver of personal jurisdiction.

Joseph Foster
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To help prevent something like this from happening again, Workfront is working closely with the third-party vendor to ensure appropriate remedies and processes are in place and Workfront is re-enforcing education with their staff regarding the importance of protecting personal information.

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

Sincerely,

A handwritten signature in black ink that reads "M. Scott Koller". The signature is written in a cursive, slightly slanted style.

M. Scott Koller
Counsel

Enclosure



workfront

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

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name1>>:

As a follow-up to the email you received on October 13, 2017, we are writing to provide you with additional information and some steps you can take in response to a security incident that we recently identified that may have involved your personal information.

What Happened?

SynchHR is a third-party vendor retained by WorkFront to manage benefits information. On August 23, 2017, SynchHR inadvertently made a report containing some of our employees and dependents' information available to an HR representative at another SynchHR customer.

What Information was Involved?

The report contained employment and benefit information, including your name, address, date of birth, and social security number. This was an accidental exposure and was not the result of a malicious external attack. The recipients of the report promptly deleted the information and reported the incident to SynchHR.

What We Are Doing

While we have no reason to believe that your information has been misused in any way, we are letting you know this happened and assure you we take it very seriously. As a precaution, we are offering all affected individuals a free one-year membership of Experian's® IdentityWorks. This product helps detect possible misuse of personal information and provides identity protection services focused on immediate identification and resolution of identity theft. It also includes \$1 Million Identity Theft Insurance and access to a toll-free US-based Identify Theft Resolution agent who will guide affected individuals through the process of fraud resolution from start to finish. Agents will investigate each incident; help with contacting credit grantors to dispute charges and close accounts (including credit, debit, and medical insurance cards); assist with freezing credit files; contact government agencies. IdentityWorks is completely free to you and enrolling in this program will not hurt your credit score.

What You Can Do

We encourage you to take advantage of the identity theft protection services being offered. For more information on identity theft prevention and IdentityWorks, including instructions on how to activate your complimentary membership, please see the additional information provided in this letter.

For More Information

We deeply regret any inconvenience this incident may cause. We will be working closely with SyncHR to ensure appropriate remedies and processes are in place and we are re-enforcing education with our staff regarding the importance of protecting personal information. Should you have further questions regarding this incident, you may contact Kate Stewart by phone at (801) 477-9886 or via email at katestewart@workfront.com.

Sincerely,

A handwritten signature in black ink that reads "Laura Butler". The signature is written in a cursive style with a large initial "L".

Laura Butler
SVP People and Culture

Additional details regarding your 12-MONTH EXPERIAN IDENTITYWORKS Membership

1. Ensure that you **enroll by:** <<Enrollment Date>> (Your code will not work after this date.)
2. **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/creditone>
3. Provide your **activation code:** <<Enrollment Code>>

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by <<Enrollment Date>>. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the identity restoration services by Experian.

A credit card is **not** required for enrollment in Experian IdentityWorks.

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

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.¹
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² 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.

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

Even if you choose not to take advantage of this free credit monitoring, we recommend that you remain 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