

March 20, 2024

NORTON ROSE FULBRIGHT

Norton Rose Fulbright US LLP
799 9th Street NW, Suite 1000
Washington, DC 20001-4501
United States of America

RECEIVED

MAR 28 2024

CONSUMER PROTECTION

Via Certified Mail

*New Hampshire Attorney General
33 Capitol St.
Concord, NH 03301*

Direct line +1 202 662 4691
chris.cwalina@nortonrosefulbright.com

Tel +1 202 662 0200
Fax +1 202 662 4643

Dear Madam or Sir:

I am writing on behalf of my client, Douglas County Libraries, to inform you that Douglas County Libraries was the target of a security incident that involved the personal information of approximately one (1) New Hampshire resident.

On January 14, 2024, Douglas County Libraries identified a ransomware incident that impacted the availability of some of our library systems. We promptly took our network offline to secure our systems and launched an investigation. In addition, leading cybersecurity firms were engaged to assist. We also notified law enforcement and continue to support their investigation.

The investigation revealed that unauthorized actor(s) accessed certain Douglas County Libraries systems between January 13, 2024 and January 14, 2024. On February 11, 2024, we learned that the threat actor group (PLAY) claiming responsibility for the incident began leaking data allegedly stolen from our systems. We quickly worked with third-party cybersecurity experts to download the data and confirm its legitimacy. On February 20, 2024, the threat actor group posted the full data allegedly stolen from the systems.

Although our download and review of the full data is still ongoing, out of an abundance of caution, Douglas County Libraries is proactively notifying former and current employees whose information may have been impacted based on the findings of the forensic investigation and data analysis to date.

Today, Douglas County Libraries is notifying affected residents by First Class Mail and is offering complimentary credit monitoring and identity theft protection services. A sample copy of the notification letter is attached. Douglas County Libraries is also providing a toll-free hotline for individuals to call with any questions regarding the incident.

To help prevent a similar occurrence in the future, Douglas County has implemented numerous measures designed to enhance the security of its systems and data. If you have any questions or need additional information regarding this incident, please do not hesitate to contact me.

Very truly yours,

Chris Cwalina

Norton Rose Fulbright US LLP is a limited liability partnership registered under the laws of Texas.

Norton Rose Fulbright US LLP, Norton Rose Fulbright LLP, Norton Rose Fulbright Australia, Norton Rose Fulbright Canada LLP and Norton Rose Fulbright South Africa Inc are separate legal entities and all of them are members of Norton Rose Fulbright Verein, a Swiss verein. Norton Rose Fulbright Verein helps coordinate the activities of the members but does not itself provide legal services to clients. Details of each entity, with certain regulatory information, are available at nortonrosefulbright.com.



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

March 20, 2024

K9010-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



Re: Notice of Data Security Incident

Dear Sample,

Douglas County Libraries takes the privacy and security of personal information very seriously. We are writing to inform you of a cybersecurity incident we recently identified and addressed that may have involved some of your personal information. This letter is to provide you with details of what happened, the measures we have taken in response, and to provide you with details on proactive steps you may consider to help protect your information.

What Happened? On January 14, 2024, Douglas County Libraries identified a ransomware incident that impacted the availability of some of our library systems. We promptly took our network offline to secure our systems and launched an investigation. In addition, leading cybersecurity firms were engaged to assist. We also notified law enforcement and continue to support their investigation.

The investigation revealed that unauthorized actor(s) accessed certain Douglas County Libraries systems between January 13, 2024 and January 14, 2024. On February 11, 2024, we learned that the unauthorized actor(s) believed to be responsible for the incident began leaking data allegedly stolen from our systems. We quickly worked with third-party cybersecurity experts to download the data and confirm its legitimacy. Findings from the investigation and analysis indicate that the unauthorized actor(s) obtained files from certain systems during this time period.

What Information Was Involved? Based on our investigation and analysis, the files obtained may have contained some of your personal information, including your

What We Are Doing. To help prevent a similar incident from occurring in the future, Douglas County Libraries has implemented, and continues to evaluate and implement, additional measures to further enhance the security of its systems and data.

What You Can Do. Please review the "Information About Identity Theft Protection" reference guide, enclosed here, which describes additional steps you may take to help protect yourself, including recommendations from the Federal Trade Commission regarding identity theft protection and details regarding placing a fraud alert or security freeze on your credit file. As an added precaution, we are offering a complimentary ##-month membership of Experian IdentityWorksSM. This product provides you with superior identity protection and resolution of identity theft. Experian IdentityWorksSM is completely free to you and enrolling in this program will not hurt your credit score. For more information on Experian IdentityWorksSM, including instructions on how to activate your complimentary ##-month membership, as well as additional steps you may take to help protect your information, please see the additional information provided in the following pages.

For More Information. The security of your personal information is important to us, and we sincerely regret that this incident occurred. For more information, or if you have any questions or need additional information, please call **833-918-1324** between the hours of 7 a.m. and 7 p.m. MST, Monday-Friday.

Sincerely,

Bob Pasicznyuk

Bob Pasicznyuk
Executive Library Director

ADDITIONAL DETAILS REGARDING YOUR ##-MONTH EXPERIAN IDENTITYWORKSSM MEMBERSHIP

To help protect your identity, we are offering a complimentary ##-month membership of Experian IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorksSM online, please contact Experian's customer care team at 833-918-1324 by . Be prepared to provide engagement number ENGAGE# as proof of eligibility for the identity restoration services by Experian. 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 Experian IdentityWorksSM:

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

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 833-918-1324. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition). Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

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

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Information About Identity Theft Protection Guide

Contact information for the three nationwide credit reporting companies is as follows:

Equifax	Experian	TransUnion
Phone: 1-800-685-1111 P.O. Box 740256 Atlanta, Georgia 30348 www.equifax.com	Phone: 1-888-397-3742 P.O. Box 9554 Allen, Texas 75013 www.experian.com	Phone: 1-888-909-8872 PO Box 2000 Chester, PA 19016 www.transunion.com

Free Credit Report. We remind you to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. If you identify any unauthorized charges on your financial account statements, you should immediately report any such charges to your financial institution. 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

ENGAGE#

call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maryland, Massachusetts, and Vermont residents: You may obtain two copies of your credit report, free of charge from each credit reporting agency per year. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Security Freeze. Security freezes, also known as credit freezes, restrict access to your credit file, making it harder for identity thieves to open new accounts in your name. You can freeze and unfreeze your credit file for free. You also can get a free freeze for your children who are under 16. And if you are someone's guardian, conservator or have a valid power of attorney, you can get a free freeze for that person, too.

How will these freezes work? Contact all three of the nationwide credit reporting agencies – Equifax, Experian, and TransUnion. If you request a freeze online or by phone, the agency must place the freeze within one business day. If you request a lift of the freeze, the agency must lift it within one hour. If you make your request by mail, the agency must place or lift the freeze within three business days after it gets your request. You also can lift the freeze temporarily without a fee.

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.

For New Mexico residents: You may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. 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.

Fraud Alerts. A fraud alert tells businesses that check your credit that they should check with you before opening a new account. 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.

Federal Trade Commission and State Attorneys General Offices. 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 home state. You may also contact these agencies for information on how to prevent or avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

For Connecticut Residents: You may contact and obtain information from your state attorney general at: Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106, 1-860-808- 5318, www.ct.gov/ag.

For New York Residents: You may contact the New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1- 800-697-1220, <http://www.dos.ny.gov/consumerprotection/>; and New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>.

For Texas residents: You may contact and obtain information from your state attorney general at: Office of the Texas Attorney General www.texasattorneygeneral.gov/consumer-protection/identity-theft or contact the Identity Theft Hotline at 800-621-0508 (toll-free).

Reporting of identity theft and obtaining a police report.

You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft. You also have a right to file a police report and obtain a copy of it.