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June 23, 2014

VIA OVERNIGHT DELIVERY

Office of the Attorney General
33 Capitol Street
Concord, NH 03301
Attn: Attorney General Michael A. Delaney

Re: Incident Notification

Dear Assistant Attorney General Delaney:

Our client, the Montana Department of Public Health and Human Services (“DPHHS”), with the assistance of an independent forensic investigator, on May 22, 2014 determined that an agency computer server had been hacked. The forensic investigation was ordered on May 15, 2014 when suspicious activity was first detected by DPHHS officials. As soon as the suspicious activity was discovered, agency officials immediately shut down the server and contacted law enforcement. The investigation also revealed that the server was likely first accessed in July 2013. However, DPHHS only became aware of a potential issue in May 2014.

The information potentially accessible may have included information related to agency employees, clients receiving services from the department, and individuals for which the Department may have records. As to current and former employees, the information on the server included names, addresses, dates of birth, Social Security numbers, and bank account numbers. The information potentially accessible for each current or former employee is different.

As to DPHHS clients, the information on the server included demographic information, such as names, addresses, dates of birth, and Social Security numbers. The server may also have included information regarding DPHHS services clients applied for and/or received. Client information may include information related to health assessments, diagnoses, treatment, health condition, prescriptions, and insurance. The information potentially accessible for each client is different. This incident should not impact DPHHS services as none of the information contained on the server was lost and DPHHS have a complete back-up of the information.

Assistant Attorney General Delaney

June 23, 2014

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DPHHS has no reason to believe that any information contained on the server has been used improperly or even accessed. As a precaution, however, DPHHS began notifying current and former employees affected by the incident on June 23, 2014.¹ Out of an abundance of caution, for eligible individuals, DPHHS is offering one year of complimentary credit monitoring and identity theft protection services through Experian. DPHHS is also providing call center support for those affected. In addition, DPHHS is recommending individuals to regularly review their credit reports for unauthorized activity and providing resources regarding identity protection.

Protecting the information it maintains is a priority for DPHHS. In addition to all DPHHS has already done to date, DPHHS is taking additional steps to strengthen and enhance the security of information on its servers.

DPHHS is notifying approximately two New Hampshire residents who are former and current employees pursuant to New Hampshire law in substantially the same form as the letter attached hereto.²

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

Sincerely,



Theodore J. Kobus III

Enclosure

¹ DPHHS, a covered entity, will be notifying clients affected by the incident in a separate mailing. DPHHS will update your office accordingly regarding the number of residents, if any, notified.

² As DPHHS is a state agency of the State of Montana, DPHHS is not a "person" as defined under N.H. Rev. Stat. Ann. § 359-C:19(III) and thus, New Hampshire's notification statute, N.H. Rev. Stat. Ann. § 359-C:20(b), does not apply. Therefore, this letter is not, and does not constitute, a waiver of personal jurisdiction and/or sovereign immunity.



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



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June 23, 2014

Dear [Redacted],

As you may be aware, the Montana Department of Public Health and Human Services (DPHHS) recently announced that hackers gained entry to an agency computer server. We want to reassure you that at this time, we have no knowledge that any information on the server was used inappropriately, or was even accessed. We apologize for this incident and want to provide you with information on what happened and the steps we are taking to protect you.

What happened?

On May 22, 2014, an independent forensic investigation determined that an agency computer server had been hacked. The forensic investigation was ordered on May 15, 2014 when suspicious activity was first detected by DPHHS officials. As soon as the suspicious activity was discovered, agency officials immediately shut down the server and contacted law enforcement.

The information on the server may have included your name, address, date of birth, Social Security number, and bank account number.

You may receive a second letter if other information unrelated to your status as a current or former employee was on the server.

What is DPHHS doing to protect current and former employees?

We have no reason to believe that any information contained on the server has been used improperly or even accessed. However, we want to let you know that this happened and assure you that we are diligently investigating the incident. Out of an abundance of caution, we are offering a one-year membership to a product that will help detect possible misuse of your personal information and protect you from identity theft or unauthorized access to your bank account. The product is Experian's® ProtectMyID® Alert. We will cover the cost of your membership to ProtectMyID Alert, and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. For more information on ProtectMyID Alert and instructions on how to activate your complimentary one-year membership, please see the instructions included in this letter.

If you have any questions or need further assistance, please call our incident response line at 1-866-523-6770 from 7 A.M. to 7 P.M. (Mountain Time). Or you may visit www.dphhs.mt.gov for more information.

Again, I sincerely apologize for this incident. Please be assured that protecting your information is a priority for us. In addition to all we have already done to date, we are taking additional steps to strengthen and enhance the security of information on our servers.

Sincerely,

Richard H. Opper
Director
Montana Department of Public Health and Human Services



Activate ProtectMyID Now in Three Easy Steps

1. ENSURE that you enroll by September 15, 2014 (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem
3. PROVIDE Your Activation Code:

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide Engagement #: PC85245.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- Free copy of your Experian credit report
- Surveillance Alerts for:
 - Daily Bureau Credit Monitoring: Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- Identity Theft Resolution & ProtectMyID ExtendCARE: Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They 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.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- \$1 Million Identity Theft Insurance*: Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

Even if you choose not to enroll in this program, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax
PO Box 740256
Atlanta, GA 30374
www.equifax.com
1-800-525-6285

Experian
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com
1-800-680-7289

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. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov
1-877-438-4338

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.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of 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.



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What happened?

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The information on the server may have included your name, address, date of birth, and Social Security number. Your bank account number was not on the server.

You may receive a second letter if other information unrelated to your status as a current or former employee was on the server.

What is DPHHS doing to protect current and former employees?

We have no reason to believe that any information contained on the server has been used improperly or even accessed. However, we want to let you know that this happened and assure you that we are diligently investigating the incident. Out of an abundance of caution, we are offering a one-year membership to a product that will help detect possible misuse of your personal information and protect you from identity theft or unauthorized access to your bank account. The product is Experian's® ProtectMyID® Alert. We will cover the cost of your membership to ProtectMyID Alert, and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. For more information on ProtectMyID Alert and instructions on how to activate your complimentary one-year membership, please see the instructions included in this letter.

If you have any questions or need further assistance, please call our incident response line at 1-866-523-6770 from 7 A.M. to 7 P.M. (Mountain Time). Or you may visit www.dphhs.mt.gov for more information.

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Director
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 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- \$1 Million Identity Theft Insurance*: Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

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Even if you choose not to enroll in this program, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax
PO Box 740256
Atlanta, GA 30374
www.equifax.com
1-800-525-6285

Experian
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com
1-800-680-7289

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. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
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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.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of 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.