



New Hampshire  
Employment  
Security

[www.nhes.nh.gov](http://www.nhes.nh.gov)

"We're working to keep New Hampshire working"

ADMINISTRATIVE OFFICE

45 SOUTH FRUIT STREET  
CONCORD, NH 03301-4857



November 25, 2014

GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

James T. Boffetti  
Senior Assistant Attorney General  
NH Department of Justice  
33 Capitol Street  
Concord, NH 03301

Re: Security breach notification pursuant to RSA 359-C:20

Dear Attorney Boffetti:

By this letter, the New Hampshire Department of Employment Security (NHES) hereby notifies the New Hampshire Department of Justice of a breach of the security of confidential claimant information.

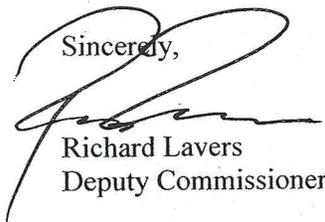
On November 12, 2014, NHES inadvertently mailed monthly charging statements to employers that contained personally identifiable information of claimants who had not worked for those employers. Specifically, the documents included the claimants' names, social security numbers, week ending dates for benefits paid in October, and the amount of benefits paid for those weeks.

The claimants impacted, totaling 2,703, have been notified of the security breach by letter from NHES mailed on November 24, 2014. (See attached) Notices of the breach were mailed on the same day to the 1,157 employers affected. (See attached) The employers were instructed to immediately destroy the incorrect statements and to sign and return to NHES a provided acknowledgment of receipt of the erroneous statements and verification that the statements and any copies have been destroyed.

Pursuant to NH RSA359-C:20, VI., NHES will also notify all consumer reporting agencies that compile and maintain files on consumers on a nationwide basis, as defined by 15 U.S.C. Section 1681a(p), of the date of notification to the consumers, the number of consumers notified and the content of the notice.

If you would like further information regarding this matter, please do not hesitate to contact me.

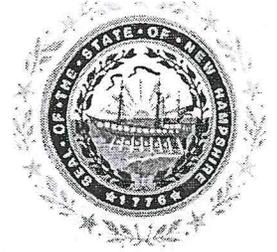
Sincerely,



Richard Lavers  
Deputy Commissioner

md/RJL

Enclosures



GEORGE N. COPADIS, COMMISSIONER  
RICHARD J. LAVERS, DEPUTY COMMISSIONER

11/18/2014

NAME  
ADDRESS  
ADDRESS  
CITY STATE ZIP

SUBJECT: Erroneous September Charge Statement

During the week of November 10, 2014, an erroneous and duplicative monthly charge statement was mailed to your company. The statement was titled "September 2014". The original and accurate September statement was mailed on October 7, 2014. The erroneous statement was the result of a scheduling software error when the October monthly statements should have been generated.

The erroneous statement included the personal identification information of one or more individuals who never worked for your company. **This information is confidential and we hereby require that you immediately destroy the incorrect statement, if you have not already done so. Upon immediate destruction of this document, please sign and date the acknowledgement contained on the following page and return the signed acknowledgement to the Department immediately.**

The erroneous on-line statement, available in your correspondence box in NHUIS (New Hampshire Unemployment Insurance System) has been deleted. Accurate October statements have now been generated and will be mailed during the week of November 18, 2014. At that time, they will also be available in your on-line correspondence box.

Please be assured that at no time was your account charged for benefits paid to the individuals mistakenly listed on the incorrect statement. The software issue impacted the generation of the statement only and not the underlying data.

The Department deeply regrets this error and is committed to protecting the confidentiality of the New Hampshire citizens we serve as well as safeguarding the integrity of the unemployment compensation tax system we are entrusted to administer. We apologize for this unfortunate situation and have taken precautionary steps to ensure that there is no reoccurrence in the future.

Sincerely,

Richard Lavers  
Deputy Commissioner

I hereby acknowledge receipt of the erroneous September Charge Statement described above and further have destroyed such document, including any and all copies. Please return this signed acknowledgement to the department immediately by fax, email or US Mail.

Signature

Print Name

Date

By fax: (603) 229-4444

By email: SEPTSTMT@nhes.nh.gov

By mail: 45 South Fruit Street, Concord, NH 03301 ATTN: Deputy Commissioner

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

Telephone (603) 224-3311 Fax (603) 228-4145 TDD/TTY Access: Relay 1-800-735-2964 Web site: www.nhes.nh.gov



GEORGE N. COPADIS, COMMISSIONER  
RICHARD J. LAVERS, DEPUTY COMMISSIONER

November 21, 2014

NAME TITLE  
ADDRESS  
ADDRESS  
CITY STATE ZIP

This letter is being sent to you because of a situation occurring on November 12, 2014, where some of your personal information was shared. The New Hampshire Department of Employment Security (NHES) inadvertently mailed a monthly charging statement to an employer that you never worked for, containing your personally identifiable information. Specifically, the document included your name, social security number, week ending date for which benefits were paid to you in October, and the amount of benefits paid to you for those weeks in October.

Immediately upon learning this information had been accidentally disclosed, NHES took steps to make sure your information was destroyed by the recipient and neither reproduced nor retained in any form and not further disclosed. Specifically, NHES notified all recipients of the information and instructed them to delete the document if they had not done so already. Further, each recipient is required to return a signed statement to NHES verifying that the document containing your information has in fact been destroyed.

Please be assured that at no time was your personally identifiable information available to the general public; available on our website; or shared with other individuals that may be filing for unemployment benefits. The information was only shared with employers subject to regulation by NHES. Therefore, it is highly unlikely your information will be misused or distributed beyond the original recipients. However, we recognize that any inadvertent release of personally identifiable information raises concerns.

As a result of this disclosure, we encourage you to contact one or more of the credit-reporting services listed on the following page to initiate a credit fraud alert or credit security freeze.

The New Hampshire Department of Employment Security deeply regrets that this incident occurred and assures you we are carefully reviewing our internal procedures regarding the mailing of the monthly statements to ensure there is no reoccurrence in the future. If you have any questions or concerns please contact us at (603) 228-4065, 1-800-266-2252 extension 24065, or email [SEPTSTMT@nhes.nh.gov](mailto:SEPTSTMT@nhes.nh.gov).

Finally, no representative of NHES will contact you to request personally identifiable information related to this incident. If anyone claiming to be a representative of NHES should make such an attempt, please do not divulge any information. However, please note that you may be contacted by representatives of NHES regarding specifics about your unemployment benefit claim. The types of questions they ask are to determine your eligibility for benefits and will not be related specifically to this incident. They may ask you for your social security number to verify your identity before speaking to you about your claim to

preserve confidentiality and ensure that they are speaking to you and not someone else in your household. If you are uncomfortable providing your full social security number, they can verify your identity by requesting the last four (4) numbers as well as your full name and date of birth.

Contact us immediately at the number provided above to alert us to the possible fraud attempt.

Sincerely,



Richard Lavers  
Deputy Commissioner

### CREDIT REPORTING SERVICES

**Credit Fraud Alert:** Fraud alerts can help prevent an identity thief from opening any accounts in your name.

**Credit Security Freeze:** By placing a credit security freeze, you prevent review of your credit history by creditors, insurance companies and employers unless you give explicit permission for them to see your credit history.

Contact the toll-free fraud number of any of the three consumer reporting companies below to place a fraud alert on your credit report.

- **TransUnion:** 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Department, PO Box 2000, Chester, PA 19022-2000
- **Equifax:** 1-800-525-6285; [www.equifax.com](http://www.equifax.com); PO Box 740241, Atlanta, GA 30374-0241
- **Experian:** 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); PO Box 4550, Allen, TX 75013

(This information was taken from the Federal Trade Commission's website on identity theft, located at [www.consumer.ftc.gov](http://www.consumer.ftc.gov). The Federal Trade Commission's contact information:

FTC  
Bureau of Consumer Protection  
600 Pennsylvania Ave, NW  
Washington, DC 20580

1-877-438-4338  
1-866-653-4261 (TTY)