WILSON ELSER
WILSON ELSER MOSKOWITZ EDELMAN & DICKER LLP

STATE OF NH
DEPT OF JUSTICE
2015 OCT 14 AM 11:32

October 9, 2015

Lindsay B. Nickle
214.698.8093 (direct)
806.535.0274 (mobile)
Lindsay.Nickle@wilsonelser.com

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

Re: Data Security Incident

Dear Attorney General Foster:

We represent Salt Lake County, Utah with respect to a recent security incident involving the potential exposure of certain personally identifiable information described in more detail below.

1. Nature of security incident.

On September 9, 2015, Salt Lake County learned of a possible security incident involving Workers' Compensation or other damage claims submitted to the County. Salt Lake County immediately began an investigation into the situation and learned that, on June 18, 2015, a software services company hired by the County improperly set one or more security settings during a scheduled upgrade. While the investigation is ongoing, it appears that the improper settings may have allowed information submitted to the County in connection with Worker's Compensation or other damages claims to be temporarily accessible on the Internet. This information may have included the name, address, limited medical information associated with a claim, and in some cases Social Security numbers of claimants. As of September 9, 2015, all proper security settings were restored. It appears that only one individual accessed the files. That individual has been cooperating with law enforcement, and law enforcement has told us that he is no longer in possession of the information and the information has not been misused.

2. Number of New Hampshire residents affected.

It appears two (2) New Hampshire residents were affected by the security incident. Notification to these individuals will be complete on October 9, 2015. Sample copies of the notification letters, sent via regular first class mail, are included with this letter.

3. Steps you have taken or plan to take relating to the incident.

Salt Lake County has taken steps to prevent this type of event from happening again. This includes ensuring that vendors hired by the County have adequate security oversight procedures. Salt Lake County is also offering potentially impacted individuals with credit monitoring and identity restoration services

through IDT 911. Salt Lake County is also cooperating with law enforcement.

4. Contact information.

Salt Lake County remains dedicated to protecting the sensitive information in its systems. If you have any questions or need additional information, please do not hesitate to contact me at Lindsay.Nickle@wilsonelser.com or (214) 698-8093.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

Lindsay B. Nickle

Enclosure

SALT LAKE COUNTY

<<FirstName>> <<LastName>> <<Date>>
<<Address1>>
<<Address2>>
<<City>><<State>><<ZIP>>

Dear (Name),

We are writing to inform you of a recent security incident involving Salt Lake County records that may have resulted in the disclosure of your personal information, including your Social Security number and limited medical information. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect your information and resources we are making available to help you.

On September 9, 2015, Salt Lake County learned of a possible security incident involving Workers' Compensation or other damage claims submitted to the County. We immediately began an investigation into the situation and learned that, on June 18, 2015, a software services company hired by the County improperly set one or more security settings during a scheduled upgrade. Unfortunately, the improper settings may have allowed information you may have submitted to the County in connection with a claim to be temporarily accessible on the Internet. This information may have included your name, address, Social Security number and limited medical information. As of September 9, 2015, all proper security settings were restored and we have been informed and are confident that your information is secure.

Although we do not believe there is any risk of identity theft, we have secured the services of IDT911 to provide triple bureau credit monitoring* services at no cost to you for one year. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your Equifax, Experian, or TransUnion credit files. These alerts will be sent to you the same day that a change or update takes place with the bureau.

> To enroll in Credit Monitoring* services at no charge, please log on to https://www.myidmanager.com/promo_code.html and follow the instructions provided. When prompted please provide the following unique code to receive services: <CODE HERE.>
>
> To take advantage of the IDT911 services, or to obtain additional information about these services, please call the IDT911 help line 1-800-XXX-XXXX and supply the fraud specialist with your unique code.

We want to assure you that we are taking steps to help prevent this type of incident from happening in the future, including ensuring that vendors hired by Salt Lake County have adequate security oversight procedures. In addition, we are cooperating with law enforcement's investigation.

We deeply regret any inconvenience or concern that this matter may cause you, and remain dedicated to protecting your information.

Sincerely,

Ben McAdams
Salt Lake County Mayor

* Services marked with an "*" require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection and in order to confirm your identity.

U.S. State Notification Requirements

For residents of *Hawaii, Michigan, Missouri, Virginia, Vermont,* and *North Carolina*: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of *Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon,* and *West Virginia*:
It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax
P.O. Box 105851
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834
1-800-916-8800
www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

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

For residents of *Oregon*:
State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of *Maryland, Illinois,* and *North Carolina*:
You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Office of the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

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

For residents of *Massachusetts*:
It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:
Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below:
Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.
Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. 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. The consumer reporting agency may charge a fee of up to $5.00 to place a freeze or lift or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
http://www.experian.com/freeze

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.

SALT LAKE COUNTY

<<FirstName>> <<LastName>> <<Date>>
<<Address1>>
<<Address2>>
<<City>><<State>><<ZIP>>

Dear (Name),

We are writing to inform you of a recent security incident involving Salt Lake County records that may have resulted in the disclosure of your personal information, including limited medical information. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect your information and resources we are making available to help you.

On September 9, 2015, Salt Lake County learned of a possible security incident involving Workers' Compensation or other damage claims submitted to the County. We immediately began an investigation into the situation and learned that, on June 18, 2015, a software services company hired by the County improperly set one or more security settings during a scheduled upgrade. Unfortunately, the improper settings may have allowed information you may have submitted to the County in connection with a claim to be temporarily accessible on the Internet. This information may have included your name, address, and limited medical information. Your Social Security number was not involved. As of September 9, 2015, all proper security settings were restored and we have been informed and are confident that your information is secure.

Although we do not believe there is any risk of identity theft, we have secured the services of IDT911 to provide single bureau credit monitoring* services at no cost to you for one year. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your TransUnion credit file. These alerts will be sent to you the same day that a change or update takes place with the bureau.

> To enroll in Credit Monitoring* services at no charge, please log on to https://www.myidmanager.com/promo_code.html and follow the instructions provided. When prompted please provide the following unique code to receive services: <CODE HERE.>
>
> To take advantage of the IDT911 services, or to obtain additional information about these services, please call the IDT911 help line 1-800-XXX-XXXX and supply the fraud specialist with your unique code.

We want to assure you that we are taking steps to help prevent this type of incident from happening in the future, including ensuring that vendors hired by Salt Lake County have adequate security oversight procedures. In addition, we are cooperating with law enforcement's investigation.

We deeply regret any inconvenience or concern that this matter may cause you, and remain dedicated to protecting your information.

Sincerely,

Ben McAdams
Salt Lake County Mayor

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U.S. State Notification Requirements

For residents of *Hawaii, Michigan, Missouri, Virginia, Vermont,* and *North Carolina*: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of *Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon,* and *West Virginia*:
It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax
P.O. Box 105851
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834
1-800-916-8800
www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

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

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State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

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You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Office of the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

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

For residents of *Massachusetts*:
It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:
Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below:
Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.
Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to send a request to each consumer reporting agency by certified mail, overnight mail, or regular stamped mail. 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. The consumer reporting agency may charge a fee of up to $5.00 to place a freeze or lift or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

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Atlanta, GA 30348
www.equifax.com

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
http://www.experian.com/freeze

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
www.transunion.com

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