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STATE OF NH
DEPT OF JUSTICE
2016 APR 19 PM 12: 12

CHRISTOPHER J. DIIENNO
DIRECT DIAL: 215.977.4059
CHRIS.DIIENNO@LEWISBRISBOIS.COM

April 15, 2016

Via First Class US Mail
Attorney General Joseph Foster
Office of the New Hampshire Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: **Notice of Data Event**

Dear Attorney General Foster:

We represent Seven Hills Foundation, Inc. ("Seven Hills"), 81 Hope Avenue, Worcester, MA 01603, and are writing to notify your office of an incident that may affect the security of personal information relating to twenty-six (26) New Hampshire residents. The investigation into this event is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Seven Hills Foundation, Inc. does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Nature of the Data Event

On April 12, 2016, Seven Hills discovered that it was the targeted victim of internet crime via a spoofing email attack by an unknown individual purporting to be its CEO that occurred on April 8, 2016. Through this attack, a request was made from what appeared to be a legitimate Seven Hills email address for all 2015 employee W2 information. Unfortunately, copies of all 2015 employee W2 forms were compromised. The 2015 IRS Tax Form W-2s include the following categories of information: current and former employees' (1) name; (2) address; (3) Social Security number; and (5) wage and withholdings information.

Notice to New Hampshire Residents

On Wednesday, April 13, 2016, Seven Hills notified all impacted current employees via email, providing information about the incident, its response, steps one can take to protect against identity theft and fraud, and notice that Seven Hills is offering impacted employees access to 2 years of free credit monitoring and identity restoration services, the enrollment instructions for which were

communicated to current employees in a follow-up message on Thursday, April 14. A copy of the content of that email is attached here as ***Exhibit A.*** On Friday, April 15, 2016, Seven Hills is providing written notice of this incident to all affected current and former employees, which includes twenty-six (26) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit B***.

Other Steps Taken and To Be Taken

Upon discovering the fraudulent email, Seven Hills moved quickly to identify those impacted, put in place resources to assist them, and provide them with notice of this incident. Seven Hills is providing all impacted individuals access to 2 years of free credit and identity restoration services through Experian, and has provided access to a confidential inquiry call center for impacted individuals to contact with questions or concerns regarding this incident and the services being offered.

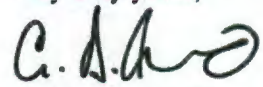
Seven Hills is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, state attorney general, and law enforcement to report attempted or actual identity theft and fraud. Seven Hills is providing written notice of this incident to other state regulators as necessary, and has reported this incident to the IRS, FBI, and local law enforcement.

In response to this incident, Seven Hills Foundation is reviewing current practices around email and is advising staff to not send personal information without verifying the request verbally.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at 215-977-4059.

Very truly yours,



Christopher J. DiIenno of
LEWIS BRISBOIS BISGAARD & SMITH LLP

CJD
Encl.

To: Tosches, Joseph
Subject: RE: Important Message from the Office of the President

From: Lopez-Haddad, Marilyn
Sent: Wednesday, April 13, 2016 8:20 PM
To: Lopez-Haddad, Marilyn
Subject: Important Message from the Office of the President

Important Message from the Office of the President

April 13, 2015

Dear Seven Hills Employees:

I am writing to notify you of a recent event affecting your personal information that occurred on April 8, 2016, which we became aware of on April 12th. We are notifying you so you can take action along with our efforts to minimize or mitigate any potential for personal financial harm. You are strongly encouraged to take the preventative measures listed below to better protect against misuse of your personal information. As is the case in far too many instances of late, Seven Hills Foundation discovered yesterday afternoon that we were a victim of internet crime. We are writing to inform you that a copy of your W2 form, which includes your name, address, social security number and wage and withholdings information, was obtained by an unknown and unauthorized person or persons on Friday April 8, 2016. This incident does not impact employees of Seven Hills Rhode Island, Stetson School, Seven Hills Pediatric Centers and some Respite employees.

Since discovering this incident yesterday afternoon, we immediately took steps to investigate and are notifying all staff members affected. We are reporting this incident to the IRS, the FBI, and local law enforcement.
We will be providing all impacted employees with access to 2 years of free credit monitoring and identity restoration services through Experian, and you will receive additional notice tomorrow that will contain detailed information on the services being offered and how you can enroll to receive them.
Please know that you, our Seven Hills Staff, are our most valuable and treasured resource and my staff and I work tirelessly to ensure your safety and well-being. Through our Office of Human Resources, we are providing you with additional information on how to better protect your personal information. It is distressing to know that criminals, through a cyber attack via spam, obtained our individual information. I'm as angry as anyone, but we will do everything in our power to provide you with the best resources to protect you and your family. Please see this important information from Marilyn Lopez-Haddad, our Vice President of Human Resources at Seven Hills.

Sincerely,

David A. Jordan

Dr. David A. Jordan
President/CEO

What You Can Do:

We encourage you to file your 2015 federal and state tax returns as soon as possible, if you have not done so already. Along with the filing you should complete Form 14039 which can be found at https://www.irs.gov/pub/irs-pdf/f14039.pdf. Additional information from the IRS concerning identity theft can also be found at https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft.

Under Massachusetts Law, if you are a victim of identity theft, you have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization, however, please be aware that placing a security freeze on a credit report may delay, interfere with, or prevent the timely approval of any requests made for new loans, credit mortgages, employment, housing or other services.

If you are a victim of identity theft and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge up to $5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta GA 30348

Experian Security Freeze
P.O. Box 9554
Allen TX 75013

TransUnion Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
Fullerton CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of Birth;
4. If you have moved in the past five (5) years, provide the addresses where you lived over the prior five years;
5. Proof of current address such as a current utility or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Via, MasterCard, American Express, or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving the request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to the credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided when you placed the security freeze as well as the identities of those entities or individuals that you would like to receive the credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving the request to lift the security freeze for those identified entities or for the specific period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided when you placed the security freeze. The credit bureaus have three (3) business days after receiving the request to remove the security freeze.

We sincerely apologize for this incident and will continue to provide information and guidance through this process. We encourage you to monitor your personal information closely.

Please check the Seven Hills' employee site www.staff.sevenhills.org for updates. Tomorrow affected employees will receive additional information on how to access the free credit monitoring and identity restoration services through Experian that Seven Hills has secured for you.

Sincerely,

Marilyn L Haddad

Marilyn Lopez-Haddad JD, SPHR
Vice President of Human Resources

Opportunity Awaits. Apply online: http://www.sevenhills.org/careers/

Seven Hills
Foundation & Affiliates

This message is intended for the use of the person or entity to which it is addressed and may contain information that is confidential or privileged, the disclosure of which is governed by applicable law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this information is strictly prohibited. If you have received this message by error, please notify us immediately and destroy the related message.

EXHIBIT B

Seven Hills
Foundation

April 15, 2016

81 Hope Avenue
Worcester, MA 01603
(508) 755-2340
TTY (508) 890-5584
Fax (508) 849-3882
www.sevenhills.org

[Recipient Name]
[Street Address]
[City, State Zip Code]

RE: Notice of Data Security Incident

Dear [Recipient Name]:

Seven Hills Foundation, Inc. ("Seven Hills") is writing to notify you of a recent event affecting the security of your personal information that occurred on April 8, 2016, and which we became aware of on April 12th. This incident affected the security of information contained in your 2015 IRS Tax Form W-2. We are notifying you so you can take action along with our efforts to minimize or mitigate any potential identity theft or fraud. You are strongly encouraged to take the preventative measures listed in the enclosed **Privacy Safeguards Information** to better protect against misuse of your personal information.

What Happened? On April 12, 2016, we discovered that our company was the targeted victim of internet crime via a spoofing email attack by an individual or individuals purporting to be our CEO. Through this attack, a request was made from what appeared to be a legitimate Seven Hills email address for all 2015 employee W2 information. Unfortunately, copies of all 2015 employee W2 forms were compromised. .

What Information Was Involved? The security of information contained in your 2015 IRS Tax Form W-2 was compromised. Your 2015 IRS Tax Form W-2 includes the following categories of information: your (1) name; (2) address; (3) Social Security number; and (5) wage and withholdings information.

What We Are Doing. We take this incident, and the security of your personal information, very seriously and have been working to investigate this incident since its discovery. We have stringent security measures in place to protect the security of information in our possession, and, as a result of this incident, we are working to implement additional safeguards and provide additional training to our employees on safeguarding the privacy and security of information.

In addition to notifying all impacted individuals, we reported this incident to the FBI, the IRS, other law enforcement, and certain state regulators. We are offering all impacted individuals access to **2 years of free credit monitoring and identity restoration services through Experian.** The enclosed **Privacy Safeguards Information** contain instructions on how to enroll and receive these free services, as well as additional information on how to better protect against identity theft and fraud.

What You Can Do. We encourage you to file your 2015 state and federal tax returns as soon as possible if you have not already done so. You can contact the IRS and file an IRS Identify Theft Affidavit (IRS Form 14039). The IRS can be contacted at 1-800-908-4490 and IRS Form 14039 can be downloaded at https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft. You can review the enclosed **Privacy Safeguards Information** for additional information and we encourage you to enroll to receive the 2 years of free credit monitoring and identity restoration services.

For More Information. Should you have questions or concerns regarding this incident, you can call the confidential inquiry call center we have established at **(877)235-0923**, Monday through Friday, 9 AM – 7 PM EST. When calling, please provide **reference number 4269041316.**

Seven Hills is sincerely sorry for any concern or inconvenience this incident may cause. Please know that you, our Seven Hills Staff, are our most valuable and treasured resource and we are working tirelessly to ensure your safety and well-being.

Sincerely,

Marilyn L Haddad

Marilyn Lopez-Haddad JD, SPHR
Vice President of Human Resources

PRIVACY SAFEGUARDS INFORMATION

To help detect the possible misuse of your information and assist you if such misuse does occur, we are providing you free access to two years of 3-bureau credit monitoring and identity restoration services with Experian's® ProtectMyID Alert product. If you are a victim of fraud, simply call Experian at **877-371-7902** and a dedicated Identity Theft Resolution agent will help you restore your identity. Please provide the engagement number in this letter as proof of eligibility.

While Fraud Resolution assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through ProtectMyID Alert. This product provides you with superior identity protection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: **July 31, 2016** (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: [code]

If you have questions or need an alternative to enrolling online, please call **877-371-7902** and provide engagement #: **PC100842**.

ADDITIONAL DETAILS REGARDING YOUR 2-YEAR 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 3 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[1]:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID Alert is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID Alert, need help

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[1] 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.

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**.

We encourage you to remain vigilant against incidents of identity theft and financial loss by reviewing your account statements, and monitoring your credit reports for suspicious activity. Under U.S. law, everyone is entitled to one free credit report annually from each of the three major credit bureaus. To order a free credit report, visit http://www.annualcreditreport.com/ or call, toll-free, 1-877-322-8228. Individuals may also contact the three major credit bureaus directly to request a free copy of their credit report:

Equifax	Experian	TransUnion
P.O. Box 105069	P.O. Box 2002	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
800-525-6285	888-397-3742	800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

At no charge, you can also have these credit bureaus place a "fraud alert" on your credit file. A "fraud alert" will tell creditors to take additional steps to verify your identity prior to granting credit in your name; however, because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the credit bureaus verify your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your files. You may use the contact information listed above to contact the major credit bureaus and place a "fraud alert" on your credit report.

You can also place a "security freeze" on your credit file that prohibits a credit reporting agency from releasing any information from your credit report without your written authorization but may delay, interfere with, or prevent the timely approval of any requests for new credit. If you have been a victim of identity theft, and provide the credit reporting agency with a valid police report, the credit reporting agency cannot charge to place, lift or remove a security freeze. In all other cases, a credit agency may charge you a fee to place, temporarily lift, or permanently remove a security freeze. If decide to use the credit freeze options, Seven Hills Foundation will reimburse you a one-time amount of $5.00 for each of the three credit reporting agencies. You must contact each of the credit reporting agencies separately to place a security freeze on your credit file:

Equifax Security Freeze	Experian Security Freeze	TransUnion LLC
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19022
800-685-1111	888-397-3742	888-909-8872
800-349-9960 (NY Residents)		
http://www.freeze.equifax.com	www.experian.com	freeze.transunion.com

You can also contact the IRS at www.irs.gov/Individuals/Identity-Protection or https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft for helpful information and guidance on steps you can take to prevent a fraudulent tax return from being filed in your name and what to do if you become the victim of such fraud.

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission. The Federal Trade Commission also encourages those who discover that their information has been

misused to file a complaint with them. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue, NW, Washington, DC 20580; www.ftc.gov/idtheft; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. **For Maryland residents**, the Attorney General can be reached at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us. **For North Carolina residents**, the Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400; and online at www.ncdoj.gov. You should report known or suspected identity theft or fraud to law enforcement, the FTC, and your Attorney General.