

# KING & SPALDING

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February 7, 2018

*VIA EMAIL* [attorneygeneral@doj.nh.gov](mailto:attorneygeneral@doj.nh.gov)

Attorney General Gordon MacDonald  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Re: Data Security Incident

Dear Attorney General MacDonald,

I represent TALX Corporation ("TALX"), a wholly owned subsidiary of Equifax Inc., and write regarding a data security incident that may have exposed personal information of a New Hampshire resident who is an employee of Entergy Services, Inc., Entergy Louisiana, LLC or Entergy Operations, Inc. (collectively "Entergy").

TALX provides payroll-related services for Entergy, which include maintaining W-2 tax forms for its employees available through TALX's online portal at [www.mytaxform.com](http://www.mytaxform.com) (the "online portal"). TALX recently learned of potentially unauthorized access to certain Entergy employees' online portal accounts and electronic W-2 tax forms for tax year 2016 or earlier. The W-2 tax forms would have included, among other things, personal information such as name, address, Social Security number, and earnings information for the relevant tax year. The online portal is not connected to the network of Entergy, its parent company, or affiliates.

Upon learning of the potentially unauthorized access, TALX and Entergy worked together promptly to understand what happened. Based on the investigation, which concluded January 29, 2018, TALX believes that an unauthorized third party gained access to the accounts primarily by successfully answering personal questions about the affected employees in order to reset the employees' PINs (*i.e.*, the password to access the online portal). There is no indication that TALX or Entergy were the source of any of the information used to reset the PINs and access the accounts.

Working together, TALX and Entergy identified one (1) account belonging to a New Hampshire resident that was accessed in a manner that could not be determined as legitimate. In that instance, the individual's W-2 was accessed after a PIN reset as described above from an IP address that could not be whitelisted. The potentially unauthorized accesses occurred on or about June 21,

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2017. On February 7, 2018, Entergy sent notice to this individual. A copy of the unaddressed notification letter is attached.

To help prevent recurrence of this type of incident, TALX has implemented additional security measures, including enhanced fraud monitoring, and Entergy terminated the portal service altogether upon learning of the incident. Additionally, the affected individuals are being offered 24 months of ID Patrol identity protection service, and ID Restoration services, free of charge. These services provide comprehensive credit-file monitoring and automated alerts of any key changes to the individual's credit report, as well as \$1 million in identity fraud expense coverage.

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

Sincerely,



Phyllis B. Sumner  
*Counsel for TALX Corporation*

cc: Dana Atchison, Assistant General Counsel, Entergy Services, Inc.

Enclosures:  
Unaddressed Individual Notification Letter

February 7, 2018

Name  
Address

**RE: Notice of Data Security Event**

Dear [REDACTED]:

We are writing to tell you about a data security incident involving the potential unauthorized access to your electronic W-2 tax form. Entergy takes the protection and proper use of employee information very seriously. For this reason, and out of an abundance of caution, we are contacting you directly to explain the circumstances of the incident.

**What Happened**

Entergy maintained a contract with TALX Corporation ("TALX") to provide W-2 services that you were able to access through the TALX website, [www.mytaxform.com](http://www.mytaxform.com) ("online portal"). During a recent investigation, we discovered unauthorized access to certain electronic W-2 tax forms between April 2016 and January 2018 through the online portal. TALX assisted us with the investigation, promptly took steps to understand what happened, and informed us that, in addition to W-2 access, your PIN may have been reset after personal questions about you were answered successfully. TALX informed us that it has no indication that TALX was the source of any of the information used to reset your PIN or access your account. After completing the investigation, we were unable to confirm that access to your electronic W-2 tax form was legitimate, and are notifying you in an abundance of caution.

**What Information Was Involved**

This involves potential access to an electronic copy of your W-2 tax form for 2016 or earlier. This does not affect your 2017 W-2 tax form, which is used in filing taxes this year. (TALX does not have your 2017 W-2 tax information.)

**What We Are Doing**

We are coordinating with TALX to implement additional security measures to help prevent recurrence of this type of event, and have terminated the TALX W-2 service. (Online access to employee W-2 forms is now through an Entergy-controlled site.) The incident has also been reported to federal law enforcement.

In addition, we arranged for TALX to offer you two years of **ID Patrol** identity-protection service at no cost to you. This service is explained further in the first attachment. To take advantage of it, please follow the instructions before **April 3, 2018**.

## **What You Can Do**

If your W-2 tax information is accessed by an unauthorized individual, it is possible that someone could attempt to file a tax return in your name. If you think that your tax information may have been accessed by an unauthorized person, we strongly recommend that you contact the Internal Revenue Service ("IRS") and your state tax agency as soon as possible to report this incident.

**Internal Revenue Service:** You may contact the IRS Identity Protection Specialized Unit at 1-800-908-4490. The IRS may request that you file IRS Form 14039 (available at <https://www.irs.gov/pub/irs-pdf/f14039.pdf>). For additional information from the IRS about identity theft, you may visit <https://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft>.

**State Tax Agency:** Information on how to contact the New Hampshire Department of Revenue Administration may be found by going to <https://www.revenue.nh.gov/>.

Also, please see the information in the ***Identity Theft Prevention Tips*** attachment about how you can obtain a free copy of your credit report, and place a fraud alert or credit freeze on your credit report. You should also know that you have the right to file a police report if you ever experience identity theft.

We deeply regret that this incident occurred, and are committed to ensuring that your personal information remains protected. If you have any questions, please contact **855-220-9366** Monday through Friday between 8am and 5pm CST.

Sincerely,

Chris Peters  
Vice President, Chief Security Officer

Attachments:

- Equifax ID Patrol Sign-up Steps
- Identity Theft Prevention Tips

## Equifax *ID Patrol* Sign-up Steps

*ID Patrol* will provide you with an "early warning system" that alerts you to changes to your credit file, and help you to understand its content at the three major credit-reporting agencies. This service provides you with the following key features and benefits:

- Comprehensive credit-file monitoring and automated alerts of key changes to your Equifax, Experian, and TransUnion credit reports
- Availability of wireless alerts and customizable alerts
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Ability to receive alerts if your Social Security Number or credit card numbers are found on Internet trading sites (available online only)
- Ability to lock and unlock your Equifax Credit Report
- Up to \$1 million in identity theft insurance with \$0 deductible
- Access to a dedicated identity-restoration specialist; examples of the support you may expect from your dedicated identity-restoration specialist include:
  - Assistance with placing a 7-year fraud alert and security freeze with each of the nationwide credit-reporting agencies
  - Assistance with completing and filing an FTC identity-theft affidavit and police report
  - Assistance with ordering credit reports from the three nationwide credit-reporting agencies
  - Education on the recovery process
  - Mediation assistance with third parties

Please visit [www.myservices.equifax.com/patrol](http://www.myservices.equifax.com/patrol) for more information and to enroll in *ID Patrol*.

Your non-transferable activation code, **XXXXXXXXXX**, is valid until **April 3, 2018**. Coverage under *ID Patrol* will expire 24 months from the date you activate your code by enrolling in ID Patrol online.

### ENROLLMENT TIPS:

1. Use the link above to access your custom *ID Patrol* Enrollment page (**your activation code will NOT work if you use a different link**).
2. Enter the Activation Code provided at the top of this page in the "Activation Code" box and click the "Submit" button.
3. The platform will walk you through the enrollment; enter the information requested, and click the "Continue" button to step through the account setup screens.
4. The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.
5. You will see an order confirmation page and you can click "View My Product" to access the product features.
6. You will receive a confirmation email.

Once enrolled, your *ID Patrol* comes with 24/7 live agent Customer Service (**877-474-8273**) to assist you in understanding the content of your Equifax credit information, provide personalized identity-theft victim assistance, and initiate an investigation of inaccurate information.

## Identity Theft Prevention Tips

We recommend that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit reports. You may obtain a free copy of your credit report from each company listed below once every 12 months by requesting your report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free 1-877-322-8228, or mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting any of the credit-reporting agencies below:

Equifax  
PO Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
888-766-0008

Experian  
PO Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
888-397-3742

TransUnion  
PO Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
800-680-7289

If you believe you are the victim of identity theft, you should contact the proper law enforcement authorities, including local law enforcement, and you should consider contacting your state's attorney general and/or the Federal Trade Commission ("FTC"). You may also contact the FTC to obtain additional information about avoiding identity theft.

**Federal Trade Commission, Consumer Response Center**  
600 Pennsylvania Avenue, NW Washington, DC 20580; 1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

You may obtain information from the FTC and the credit-reporting agencies listed above about placing a fraud alert and/or credit freeze on your credit report.