

# Robinson+Cole

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RECEIVED

JAN 16 2018

CONSUMER PROTECTION

Also admitted in Massachusetts

Sent via first-class mail

January 12, 2018

Attorney General Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

**RE: Breach Notification**

Dear Attorney General Foster:

Please be advised that we represent Monticello Central School District ("MCSD") in connection with a recent electronic security breach. Pursuant to RSA § 359-C:20, we are reporting to you, on behalf of MCSD, that two (2) New Hampshire residents may have been affected by the unauthorized access of their personal information.

On November 1, 2017, MCSD discovered that a sophisticated e-mail phishing attack may have resulted in the unauthorized access of personal information by hackers. The information included the name, address, date of birth and Social Security number of two (2) New Hampshire residents.

The New Hampshire residents affected by this incident have received the enclosed notice pursuant to RSA § 359-C:20. We are offering the affected individuals credit monitoring at no charge for a period of 12 months.

If you have any questions or need further information, please do not hesitate to contact me.

Sincerely,



Linn F. Freedman

Enclosure  
cc: Kathy A. Ahearn, Esq.

17529233



Monticello Central School District  
C/O ID Experts  
P.O. Box 10444  
Dublin, OH 43017-4044

To Enroll, Please Call:  
1-800-258-4701  
Or Visit:  
<https://ide.myidcare.com/mcsd>  
Enrollment Code: [XXXXXXXXXX]

[Name]  
[Address1]  
[Address2]  
[City, State Zip]

January 12, 2018

**RE: Your personal information**

Dear [Name]:

Monticello Central School District (MCSD) is committed to protecting the privacy and personal information of our employees, students and families.

**WHAT HAPPENED**

Regrettably, we are writing to inform you of a sophisticated e-mail phishing attack that we believe occurred on or around November 1, 2017.

**WHAT INFORMATION WAS INVOLVED**

The incident may have resulted in unauthorized access to your personal information, which included your name, address, Social Security number and date of birth.

**WHAT WE ARE DOING**

Upon discovery of this incident, MCSD hired a forensic firm and specialists in data security to determine the extent of the incident and to contain it.

While the investigation is still ongoing, at this point, we have no evidence that any of your personal information has been misused. However, based on the circumstances of the phishing attack, we are taking appropriate precautionary measures to ensure your financial security and help alleviate any concerns you may have.

In order to protect your information, MCSD has engaged ID Experts to provide you with fully managed recovery services including 12 months of triple-bureau credit monitoring, a \$1,000,000 insurance reimbursement policy, exclusive educational materials and complete access to fraud resolution representatives who will work on your behalf to resolve issues in the event your identity is compromised.

**WHAT YOU CAN DO**

If you would like to take advantage of this service offering from ID Experts, please call 1-800-258-4701 or visit <https://ide.myidcare.com/mcsd> and use the enrollment code provided at the top of this notice. Please note the deadline to enroll is April 12, 2018.

If you choose not to use these services, **we strongly urge you to do the following:**

To place a fraud alert or security freeze on your own, you will need to contact one of the three major credit agencies directly at:

**Equifax**  
1-800-525-6285  
P.O. Box 105788  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

**Experian**  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

**Trans Union**  
1-800-680-7289  
Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

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 your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

Please note that if you have been 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 you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

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

1. Your 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 have lived over the prior five years;
5. Proof of current address such as a current utility bill 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 (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your 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 you with 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 your 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 to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your 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 your request to lift the security freeze for those identified entities or for the specified 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 to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.



Should you wish to obtain a credit report and monitor it on your own, you may obtain free copies of your credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.) Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity.

#### **OTHER IMPORTANT INFORMATION**

Please note that you also have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

You can also obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC), 600 Pennsylvania Avenue, NW, Washington, DC 20580. The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information online at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft).

If you are a resident of Maryland, you can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft at Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202; Tel: 1-888-743-0023; or [www.oag.state.md.us](http://www.oag.state.md.us).

If you are a resident of North Carolina, you may wish to contact the North Carolina Attorney Generals' Office for more information on consumer protection at (919) 716-6400, 9001 Mail Service Center, Raleigh, NC 27699-9001 or by visiting <http://www.ncdoj.gov/Home/ContactNCDOJ.aspx>.

If you are a Oregon resident, you may wish to contact the Oregon Attorney General, Consumer Division, for more information on consumer protection at 1-877-877-9392 or [help@oregonconsumer.gov](mailto:help@oregonconsumer.gov).

If you have not yet filed your taxes this year, or if you are concerned about tax identity theft, we recommend that you visit the IRS Taxpayer Guide to Identity Theft at <http://www.irs.gov> for more information. If you have not filed your taxes this year, you should consider notifying the IRS that your tax records may be at risk by completing IRS Form 14039 (Identity Theft Affidavit) which can be located at <http://www.irs.gov/pub/irs-pdf/f14039.pdf>. You will need to send Form 14039 to the IRS along with a copy of your valid government-issued identification, such as a Social Security card, driver's license, or passport to the address on the form or by faxing it to 1-855-807-5720.

Detailed below are a few things to keep in mind when filing Internal Revenue Service Form 14039:

- All documents, including your identification, must be clear and legible;
- The identity theft marker will remain on your file for a minimum of three tax cycles;
- Any returns containing your social security number will be reviewed by the IRS for possible fraud; and
- The marker may delay the processing of any legitimate tax returns.

You may also review your rights under the Fair Credit Reporting Act, which can be found at <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.

#### **FOR MORE INFORMATION**

We regret any inconvenience this may cause you. Please remember to review personal account statements and credit reports to detect errors or fraud resulting from this incident. If you have any questions please do not hesitate to contact me at (845) 794-7702.

Sincerely,

*Lisa A. Failla*

Lisa A. Failla  
Assistant Superintendent for Business  
237 Forestburgh Road  
Monticello, NY 12701  
845-794-7700