

Putnam, Robin (SCA)

From: Lisa Waggoner <Lisa.Waggoner@Trinet.com>
Sent: Friday, June 28, 2019 3:07 PM
To: Putnam, Robin (SCA)
Subject: RE: TriNet USA data breach
Attachments: Datasheet LifeLock letter 6.24.19.docx

Hi Robin –

Thank you for reaching out.

Sorry for my oversight. The letter is attached.

Thanks again. Enjoy your weekend.

Lisa A. Waggoner
Corporate Counsel – Privacy and Data Security

980.233.5508 (Direct)
401.742.4383 (Mobile)

#PrivacyMatters



TriNet does not provide legal, accounting, or tax advice. This message is confidential and solely for the intended recipient. Any other use is prohibited.

From: Putnam, Robin (SCA) <robin.putnam@state.ma.us>
Sent: Friday, June 28, 2019 2:54 PM
To: Lisa Waggoner <Lisa.Waggoner@Trinet.com>
Subject: TriNet USA data breach

Good Afternoon Ms. Waggoner,

Our Office received your data breach notification today for TriNet. Unfortunately the consumer letter, an email in your case, was not included. When you have a moment, could you email me a copy of the consumer notification email that was sent out?

Thank you,

Robin Putnam
Research & Special Projects Manager
Office of Consumer Affairs & Business Regulation
501 Boylston St. Suite 5100
Boston, MA. 02116
Office: 1-617-973-8744
Cell: 617-990-4222
robin.putnam@mass.gov





June 24, 2019

VIA ELECTRONIC MAIL

Re: LifeLock Offer

Dear _____,

TriNet takes the security and protection of our customers and worksite employees' personal information extremely seriously. It has come to our attention that some of your personal information was inadvertently included on some internal marketing materials produced by TriNet and, as a result, may have been disclosed to unauthorized individuals. The personal information included your name and social security number. The document containing your personal information has been removed from our intranet site. Given the limited audience who could have accessed the file, we do not believe there is a high risk that your information will be misused.

Out of an abundance of caution, we are offering you one year of complimentary identity protection services from LifeLock®. The LifeLock registration information follows below. Please click [here](#) for additional steps you can take to further protect your personal information.

Commented [LW1]: Add link

We apologize for any inconvenience or concern this incident may have caused. If you have questions, please contact the TriNet Solution Center, Monday–Friday 6 a.m.–midnight ET (3 a.m.–9 p.m. PT), by phone (800.638.0461), Live Chat (login.trinet.com > Contact TriNet > Live Chat) or email (employees@trinet.com).

Regards,

Betsy Meola
Vice President, Customer Engagement



LifeLock Registration Instructions

To register for LifeLock:

- Visit www.lifelock.com to enroll and click on "Start Your Membership"
- Next, enter Partner/Promo Code: TNHRC19 and click on "Apply"
- When prompted for your Membership ID, please enter your first name plus last name followed by your zip code (ex. JAMESWALSH90210) and click on "Start Your Membership"
- Continue with the enrollment process
- This membership ID has been preregistered to you and will not work for others attempting to use the ID

You will have one month from the date of this letter to enroll in this service.

Once you have completed the LifeLock enrollment process, the services will be in effect immediately. Here are all the services that you will receive with your LifeLock® membership:

- LifeLock Identity Alert™ system - Extensive system provides early notification whenever LifeLock detects your personal information being used to apply for many forms of credit and non-credit
- eRecon™ service - Patrols more than 10,000 criminal Web sites for the illegal selling of your information
- TrueAddress™ system - Monitors your mailing address on file and notifies you if there is a change of address
- WalletLock™ service - Helps you cancel or replace the contents of a lost or stolen wallet (pictures, cash, and other monies excluded)



What You Should Do to Protect Your Personal Information

We recommend you remain vigilant and consider taking one or more of the following steps to protect your personal information:

1. Contacting the nationwide credit-reporting agencies as soon as possible to:
 - Add a fraud alert statement to your credit file at all three national credit-reporting agencies: Equifax, Experian, and TransUnion. You only need to contact one of the three agencies listed below; your request will be shared with the other two agencies. This fraud alert will remain on your credit file for 90 days.
 - Enroll in LifeLock identity theft protection services – see enclosed letter
 - Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
 - Receive a free copy of your credit report by going to www.annualcreditreport.com.

Equifax
P.O. Box 740256
Atlanta, GA 30374
(800) 525-6285
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
(888) 397-3742
<https://www.experian.com/fraud/center.html>

TransUnion
P.O. Box 6790
Fullerton, CA 92834
(800) 680-7289
www.transunion.com

2. If you aren't already doing so, please pay close attention to all bills and credit-card charges you receive for items you did not contract for or purchase. Review all of your bank account statements frequently for checks, purchases or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.
3. The Federal Trade Commission ("FTC") offers consumer assistance and educational materials relating to identity theft, privacy issues and how to avoid identity theft. The FTC can be contacted either by visiting www.ftc.gov, www.consumer.gov/idtheft, or by calling (877) 438-4338. If you suspect or know that you are the victim of identity theft, you should contact local police and you also can report this to the Fraud Department of the FTC, who will collect all information and make it available to law-enforcement agencies. Contact information for the FTC is:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue
NW Washington, DC 20580



July 1, 2019

VIA ELECTRONIC MAIL

Re: LifeLock Offer

Dear _____,

TriNet takes the security and protection of our customers and worksite employees' personal information extremely seriously. It has come to our attention that some of your personal information was inadvertently included on some internal marketing materials produced by TriNet and, as a result, may have been disclosed to unauthorized individuals. The personal information included your name and social security number. The document containing your personal information has been removed from our intranet site. Given the limited audience who could have accessed the file, we do not believe there is a high risk that your information will be misused.

Out of an abundance of caution, we are offering you two years of complimentary identity protection services from LifeLock®. Your current code will work for 12 months. In 12 months we will send you a new code for 12 more months of service. The LifeLock registration information follows below. Please click [here](#) for additional steps you can take to further protect your personal information.

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Betsy Meola
Vice President, Customer Engagement



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Equifax
P.O. Box 740256
Atlanta, GA 30374
(800) 525-6285
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
(888) 397-3742
<https://www.experian.com/fraud/center.html>

TransUnion
P.O. Box 6790
Fullerton, CA 92834
(800) 680-7289
www.transunion.com

2. If you aren't already doing so, please pay close attention to all bills and credit-card charges you receive for items you did not contract for or purchase. Review all of your bank account statements frequently for checks, purchases or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.
3. The Federal Trade Commission ("FTC") offers consumer assistance and educational materials relating to identity theft, privacy issues and how to avoid identity theft. The FTC can be contacted either by visiting www.ftc.gov, www.consumer.gov/idtheft, or by calling (877) 438-4338. If you suspect or know that you are the victim of identity theft, you should contact local police and you also can report this to the Fraud Department of the FTC, who will collect all information and make it available to law-enforcement agencies. Contact information for the FTC is:

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NW Washington, DC 20580