

Kennedys

Via Electronic Communications

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December 4, 2025

Re: *ARC Community Services - Notice of Data Breach*

Dear Attorney General Formella:

We represent ARC Community Services (“ARC Community”), a social services organization in Madison, Wisconsin. We write in accordance with the NH RSA 359-C:20, to report a breach of security resulting in the unauthorized acquisition of personal information concerning two (2) New Hampshire residents. The information involved included name and Social Security number. In making this submission, ARC Community does not waive its rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction. This notice may be supplemented with new information learned after submission.

On November 4, 2024, ARC Community became aware of unauthorized activity in its network. Upon discovery, ARC Community took immediate action to investigate the incident, which included taking its systems offline. ARC Community engaged our law firm, and we retained CFC Security, Inc. d/b/a/ CFC Response, a cyber forensics specialist firm, to assist us for the rendering of legal advice. It was later determined that ARC Community experienced a ransomware event. The unauthorized actor responsible for the incident was INC. Following the investigation, ARC Community learned that data from the network was acquired without authorization. On August 28, 2025, ARC Community confirmed that certain files within that data set contained personally identifiable information. Supplemental review process was undertaken to accurately identify those additional individuals and confirm the specific data elements involved. This extended review was completed on November 6, 2025.

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Attorney General John Formella
Office of Attorney General of New Hampshire
ARC Community Services
December 4, 2025

ARC Community provided notice to New Hampshire residents, via U.S. mail, on October 6, 2025, and December 4, 2025. Notified individuals were offered an opportunity to enroll in 12 months of complimentary credit monitoring and identity protection services through CyberScout, a TransUnion company. A sample copy of the notification letter is enclosed as Exhibit A.

ARC Community has taken steps in response to the incident to help mitigate the risk of a similar incident occurring in the future, including reviewing its existing security policies and protections to safeguard against evolving threats moving forward. ARC Community also set up a professional call center through TransUnion to assist notified individuals with credit monitoring enrollments and to answer inquiries regarding the event.

Should you have any further questions, please do not hesitate to contact me. Thank you.

Very truly yours,

/s/Daniel S. Marvin

Daniel S. Marvin

Partner
for Kennedys

Enclosures: Sample Consumer Notification Letter (Exhibit A).

Exhibit A

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0000558

ARC Community Services
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS1872



4_0000558



December 4, 2025

NOTICE OF DATA BREACH

Dear [REDACTED]:

ARC Community Services (“ARC Community”) is writing to inform you of a data privacy incident involving your personal information. We are providing notice to you because you were or are a current or former employee, or you were listed as a beneficiary of a current or former employee. The purpose of this notice is to provide you with details concerning the incident, our response, and steps you can take to help protect your personal information.

What Happened: On November 4, 2024, ARC Community became aware of unauthorized activity in its network. Upon discovery, ARC Community took immediate action to investigate the incident, which included taking its systems offline and retaining cybersecurity specialists to lead the investigation. As part of this investigation, we performed a detailed review to identify the data involved, and to whom the data belongs to. Following a detailed review, it was determined that employee-related information was acquired by an unauthorized actor. This review was completed on or around November 6, 2025.

What Information Was Involved: The information involved included your first and last name, in combination with the following data elements: [REDACTED]

What We Are Doing: We reported the incident to law enforcement and filed a report to the Office for Civil Rights with the Department of Health and Human Services. We are also providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no cost to you. These services provide you with alerts for **12 months** from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout, a TransUnion company specializing in fraud assistance and remediation services. In addition, we took immediate steps to mitigate the risk of similar incident occurring in the future, including implementing enhanced security protocols and safeguards.

What You Can Do: As a general matter, it is good practice to remain vigilant for incidents of identity theft and fraud, from any source, by reviewing your credit reports and account statements for suspicious activity and errors. If you discover any suspicious or unusual activity on your accounts, promptly contact your financial institution or service provider. Please refer to the enclosed “*Steps You Can Take To Help Protect Your Information*” for additional resources you may take advantage of to protect against fraud and identity theft, should you find it appropriate to do so.

For More Information: If you have any questions or concerns, please contact our dedicated assistance line at 1-833-866-4037, Monday through Friday, 8:00 am – 8:00 pm EST, excluding major U.S. holidays. Please know that the security of information is of the utmost importance to us. Please know that the security of information is of the utmost importance to us. We stay committed to protecting your trust in us and continue to be thankful for your support during this time.

Sincerely,

ARC Community Services

Enclosures: *Steps You Can Take To Help Protect Your Information*



STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enrollment Instructions

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services:

██████████

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires 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 to confirm your identity.

Monitor Your Accounts and Credit Reports: It is good practice to remain vigilant of incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

Fraud Alert Services: You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

Credit Freeze Instructions: As an alternative to a fraud alert, you have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit.

Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a credit freeze, you should provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to 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 (e.g., state driver’s license or identification card); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft, if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1- 800-916-8800 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-378-4329 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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Additional Information: You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them.

The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

For D.C. residents, the District of Columbia Attorney General may be contacted at 441 4th Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>.

For Kentucky residents, the Kentucky Attorney General may be contacted at 700 Capitol Avenue, Suite 118, Frankfort, Kentucky 40601; 502-696-5300; and www.ag.ky.gov.

For Maryland residents, the Maryland Attorney General may be contacted at Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202; 1-888-743-0023; or www.marylandattorneygeneral.gov.

For New Mexico Residents, you have rights under the federal Fair Credit Reporting Act (FCRA), which governs the collection and use of information pertaining to you by consumer reporting agencies. For more information about your rights under the FCRA, please visit <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf> or www.ftc.gov.

For New York residents, the New York Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov>.

For North Carolina residents, the North Carolina Attorney General may be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. No Rhode Island residents were involved in this incident.

ARC Community Services may be contacted by mail at 2001 West Beltline Hwy, Suite 102, Madison, WI 53713. There has been no delay due to law enforcement.