



**Deloitte**

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April 2, 2026

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Attorney General John M. Formella  
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Consumer Protection & Antitrust Bureau  
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DOJ-CPB@doj.nh.gov

To Whom It May Concern:

Deloitte is writing to notify your office of an incident that may have affected the name and Social Security number of one (1) New Hampshire resident.

On February 18, 2026, we learned that an unauthorized person impersonating one (1) of our employees called into our global call center on February 13, 2026, provided the employee's correct information, and reset the employee's access credentials to temporarily gain access to the employee's Deloitte personnel account. Upon becoming aware, we promptly reset the employee's access credentials. During that time, the unauthorized person may have been able to access the employee's name and Social Security number.

To help prevent recurrence of a similar incident, we have implemented process changes to help identify and prevent this type of incident.

We initially discussed this with our employee verbally on February 20, 2026 and will provide formal notice to the individuals on April 3, 2026.

Please contact me if you have any questions.

Sincerely,  
Denise Schaaf  
Managing Director

Enclosure: Sample Notification Letter

[RECIPIENT'S MAILING ADDRESS]

Dear [NAME]:

We are writing to follow up on the recent incident that we previously verbally discussed with you to provide you with information about the incident, steps we are taking in response, and steps you may take to further protect yourself.

On or about February 13, 2026, an unauthorized person impersonating you called Deloitte's global call center, provided your correct information, and reset your access credentials to temporarily gain access to your Deloitte personnel account.

Upon becoming aware of the unauthorized access on February 18, 2026, we promptly took steps to reset your access credentials and initiated an investigation into the nature and scope of the issue.

Based on our investigation, we determined that the unauthorized person may have been able to access your name and Social Security number.

To help protect your identity, we are offering you a one-year membership of Experian's® IdentityWorks<sup>SM</sup>, as described below. You should remain vigilant with respect to reviewing your financial account statements and credit reports and promptly report any suspicious activity or suspected identity theft. You may want to consider reviewing your free credit reports, placing a fraud alert, and placing a credit freeze as described below:

- Credit Reports. Under federal law, you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report by going to [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com).
- Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies below. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you but may delay you when you seek to obtain credit.
- Credit Freezes. You have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as indicated below.

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and 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 (AG). You have the right to file a police report if you ever experience identity theft or fraud. Please note that to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim.

- The FTC can be reached at 600 Pennsylvania Ave. NW, Washington D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.
- The major consumer reporting agencies can be contacted as follows:
  - Equifax: 1-888-378-4329, [www.equifax.com](http://www.equifax.com), P.O. Box 105069, Atlanta, GA 30348
  - Experian: 1-888-397-3742, [www.experian.com](http://www.experian.com), P.O. Box 4500, Allen, TX 75013
  - TransUnion: 1-833-916-8800, [www.transunion.com](http://www.transunion.com), P.O. Box 2000, Chester, PA 19016

We sincerely regret any inconvenience or concern caused by this incident. If you have any questions regarding this notice, please contact us at (973) 602-5153.

Sincerely,

Denise Schaaf

Managing Director

## **DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP**

To help protect your identity, we are offering complimentary access to Experian IdentityWorks<sup>SM</sup> for 12 months. If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration).

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 12-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by** [Enrollment End Date] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [Enrollment URL]
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [TFN] by [Enrollment End Date]. Be prepared to provide engagement number [B#####] as proof of eligibility for the Identity Restoration services by Experian.

## **ADDITIONAL DETAILS REGARDING YOUR 12 -MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP**

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.

- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.