

**From:** Cristina Heta <cristinaheta@manageroncall.net>  
**Sent:** Friday, May 29, 2026 3:35 PM  
**To:** DOJ: Consumer Protection Bureau  
**Cc:** MANAGER ON CALL  
**Subject:** Security Breach Notification Pursuant to N.H. Rev. Stat. Ann. § 359-C:20 - Manager on Call, LLC  
**Attachments:** Fwd NOTICE OF DATA SECURITY INCIDENT.pdf  
**Importance:** High

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Dear New Hampshire Attorney General's Office,

I am writing to officially report a corporate data security incident on behalf of my company, Manager on Call, LLC. This incident impacted four (4) residents of New Hampshire.

**Circumstances of the Breach:** On Thursday, May 28, 2026, our system fell victim to an external business email compromise and phishing scam. An unauthorized third party spoofed my email identity as CEO and sent an urgent request to my staff for employee 2025 W-2 documents. Deceived by the spoofed message, an administrative staff member emailed the requested files.

**Information Disclosed:** The compromised documents contained full names, mailing addresses, 2025 wages, and Social Security Numbers. The impacted individuals are employees of our client companies.

**Remediation & Protection:** Upon discovering the event, I immediately engaged our IT department to deploy permanent server-level security blocks to eliminate this specific deception vector entirely. We have also contracted with Experian to provide comprehensive credit monitoring, identity theft insurance, and identity restoration services directly to the impacted individuals at no cost to them.

Attached is a copy of the sample notification template that was sent out to the affected employees.

Sincerely,

Cristina Heta

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[www.manageroncall.net](http://www.manageroncall.net)

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**From:** Cristina Heta [cristinaheta@manageroncall.net](mailto:cristinaheta@manageroncall.net)  
**Subject:** Fwd: NOTICE OF DATA SECURITY INCIDENT  
**Date:** May 29, 2026 at 2:54 PM  
**To:**



From: Manager on Call <[no-reply@vcita.com](mailto:no-reply@vcita.com)>  
Date: May 28, 2026 at 5:56:50 PM EDT  
Subject: NOTICE OF DATA SECURITY INCIDENT



## NOTICE OF DATA SECURITY INCIDENT

██████,

### Incident

We are writing to formally notify you of a data security incident involving Manager on Call, LLC. On May 28, 2026, we discovered that our organization was targeted by a sophisticated cyberer resulted in the unauthorized exposure of your 2025 W-2 data. The threat actor impersonated my identity (Cristina Heta, CEO) to issue an urgent request directly to our staff operations. Belie manipulated into bypassing our secured data transfer process to email W-2 files. Regrettably, your document was included in this disclosure.

### Information Impacted

The compromised files contained the following personal information:

- Your full name
- Your home address
- Your calendar year 2025 wages
- Your Social Security Number (SSN)

### Remedial Action

Our internal mail servers and databases containing client information are entirely secure; this was an isolated email social engineering event.

We have already taken the following protective steps:

- Completed the required state *Security Breach Notification Submission*.
- Formally reported this incident to the *FBI's Internet Crime Complaint Center (IC3)*.
- Notified the *IRS Data Loss Division* to place protective tracking flags on your Social Security Number to mitigate fraudulent tax filings.
- *Secured complimentary credit monitoring and identity theft restoration services for all affected individuals.\**

### \*Important Note Regarding Your Credit Monitoring Code:

We are currently finalizing the setup with our corporate credit monitoring vendor, Experian. You will receive a second email from us within the next 48 hours containing your unique, complir

### What You Can Do In The Meantime

We strongly recommend that you remain vigilant by regularly reviewing your credit reports and financial account statements for any unauthorized activity. Under federal law, you are entitle three major credit bureaus at [www.annualcreditreport.com](http://www.annualcreditreport.com).

### Contact Us

We are deeply disheartened by this incident. Your personal information is of the utmost importance to us, and we are terribly sorry for the inconvenience or concern this data breach may ca please contact me directly via email at [cristinaheta@manageroncall.net](mailto:cristinaheta@manageroncall.net).

Sincerely,

Cristina



Need to reach us in a hurry?  
Leave us a voicemail at [\(888\) 777-8615](tel:8887778615) or simply email us at [hr@manageroncall.net](mailto:hr@manageroncall.net)

We take the privacy of our customers very seriously. Please, send any questions relating to privacy and the protection of your personal information to [info@manageroncall.net](mailto:info@manageroncall.net)

Sent by Manager on Call  
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[cristinaheta@manageroncall.net](mailto:cristinaheta@manageroncall.net)

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