



January 31, 2020

New Hampshire Department of Justice
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RECEIVED
FEB 07 2020
CONSUMER PROTECTION

**Re: Notice of a Security Event Involving One New Hampshire Resident
Conduent Supported Raytheon Benefits Center Accounts**

Dear Sir/Madam:

Kindly, accept this communication per N.H. Rev. Stat. §359-C:20 to inform you that Conduent HR Services LLC ("Conduent", "we", "us", "our") has recently provided notice of a security incident to one New Hampshire resident.

We are writing to report a security incident on behalf of, and affecting, our client, Raytheon Company, 870 Winter Street, Waltham, MA 02451. More specifically, the incident affected the Raytheon Employee Benefits center pension benefits accounts of one (1) former Raytheon employee residing in New Hampshire. Twenty-Six (26) total accounts were affected involving individuals from other states as well.

We provide servicing for the Raytheon Benefits Center accounts. As part of that servicing, we maintain online and call center functions through which pension beneficiaries may enroll in benefits and make alterations to their pension accounts.

You may please direct further requests for information directly to us at the contact information below the signature line at the bottom of this letter.

What Happened: This is the first report of this incident to your Office.

On, or about, November 18, 2019 and for continuing matter of weeks after that we detected an information security incident in which an unauthorized actor, or actors, accessed online pension information accounts, gaining exposure to electronically stored and processed personal information. This was believed to have occurred through the Raytheon Benefits Center online system. Both we, and Raytheon, initiated a security and privacy incident response investigation. During the investigation, we determined that the bank routing and accounts numbers to which pension payments are deposited was modified on several accounts. Due to in place information security controls, no improper payment was made from any account to the changed routing and account information as these changes were detected before distribution of scheduled payments. While we are still investigating this matter, it appears that the unauthorized actor may have garnered personal information about the participants on these accounts and may have used that information in order to pose as those individuals to re-set passwords, contact information, and routing information in these accounts.


What Information Was Involved: The person, or people, involved have likely received confirmation of a valid user name and password for the compromised accounts and viewed the following information after

gaining access: name, address, bank account information including account and routing number, pension amount as well as dependent/beneficiary information (name, address, date of birth and last four digits of their Social Security Number).

What We Are Doing: We promptly advised our corporate client and all individual account holders after becoming aware of these unauthorized changes. We performed a forensic analysis and based upon information revealed, we did a comprehensive review of potential involved accounts. We froze all involved accounts. We contacted involved participants and provided methods by which they could create new account credentials. After notifying all affected participants by phone, we provided a formal written breach notification letter sent by U.S. mail to all affected participants. Some participants have reached out to elect free credit monitoring that was offered, even though only last four digits of Social Security Numbers were involved.

We maintain a written information security program. We updated our procedures concerning authentication measures for these types of accounts which typically involve retirees who are separated from service with the client.

Thank you.



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