



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

SEP 30 2022

CONFIDENTIAL

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426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

September 26, 2022

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Sir or Madam:

We represent Bath Authority, LLC and Arizona Shower Doors, LLC (collectively "Dreamline") located at 75 Hawk Rd., Warminster, PA 18974. We are writing to notify your office of an incident that may affect the security of certain personal information relating to four (4) New Hampshire residents. The investigation into this matter is ongoing, and this notice may be supplemented with any new significant facts learned after its submission. By providing this notice, Dreamline does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

Dreamline became aware of suspicious activity affecting the accessibility of certain computer systems within its network. Dreamline immediately launched an investigation, with the assistance of third-party computer forensics specialists, to confirm the nature and scope of the activity and restore functionality to the affected systems. Dreamline determined that certain limited information stored on its network was accessible and potentially acquired without authorization between May 27, 2022 and May 31, 2022. Following this determination, Dreamline engaged the assistance of outside data review specialists to undertake a programmatic and manual assessment of the potentially affected data. The purpose of this review was to determine whether the data contained any sensitive information maintained by Dreamline. On or around August 24, 2022, the review concluded, and its results revealed that the potentially affected data included certain individuals' personal information.

The information that could have been subject to unauthorized access or acquisition includes the following data related to New Hampshire residents: name, Social Security number, and financial account information.

Notice to New Hampshire Residents

On or about September 26, 2022, Dreamline provided written notice of this incident to four (4) New Hampshire residents. Written notice is being provided in substantially the same form as the letter included herewith as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the incident, Dreamline moved quickly to investigate and respond, assess the security of its systems, and identify potentially affected individuals. Further, Dreamline promptly notified federal law enforcement regarding the incident. Dreamline is reviewing its existing policies and procedures regarding cybersecurity and has implemented additional technical safeguards, including an endpoint detection and response tool monitored 24/7/365, to better protect against this type of incident in the future. As an added precaution, Dreamline is providing potentially affected individuals with access to complimentary credit monitoring services for one (1) year through Experian.

Additionally, Dreamline is providing potentially affected individuals with guidance on how to protect against identity theft and fraud, although there is no evidence that such activities occurred as a result of this incident. Dreamline is also providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Dreamline is providing written notice of this incident to relevant state regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security incident it describes, please contact us at (267) 930-4602.

Very truly yours,

Maria Monastra of
MULLEN COUGHLIN LLC

MCM/emw
Enclosure

EXHIBIT A



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

September 26, 2022

13711-L01-0000001 T00001 P001 *****SCH 5-DIGIT 12345



SAMPLE A SAMPLE - L01 INDIVIDUAL
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



NOTICE OF [Extra1]

Dear Sample A. Sample:

Bath Authority LLC (“Dreamline” or “We”) writes to inform you of a recent incident that may affect the security of some of your personal information. This notice provides information about the incident, our response, and resources available to help protect your information from possible misuse, should you feel it necessary to do so.

What Happened? On or around May 31, 2022, we became aware of suspicious activity affecting the accessibility of certain computer systems within our network. We immediately launched an investigation, with the assistance of third-party computer forensics specialists, to confirm the nature and scope of the activity and restore functionality to the affected systems. We determined that certain limited information stored on our network was accessible and potentially acquired without authorization between May 27, 2022 and May 31, 2022. Following this determination, we engaged the assistance of outside data review specialists to undertake a programmatic and manual assessment of the potentially affected data. The purpose of this review was to determine whether the data contained any sensitive information maintained by Dreamline. On or around August 24, 2022, the review concluded, and its results revealed that the potentially affected data included your personal information.

What Information Was Involved? The information present in the potentially affected files includes your name and: [Extra2]. Please note that there is no evidence that identity theft or fraud occurred as a result of this incident.

What We Are Doing. We take the security of information entrusted to us seriously and apologize for any inconvenience this incident may cause. As part of our ongoing commitment to the security of information within our care, we are reviewing our existing policies and procedures regarding cybersecurity and have implemented additional technical safeguards, including an endpoint detection and response tool monitored 24/7/365, to protect against this type of incident in the future.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity. You may also review the information contained in the enclosed *Steps You Can Take to Protect Personal Information*. Although we are not aware of any actual misuse of your information, as an added precaution, we have arranged for you to access ## months of complimentary credit monitoring and identity restoration services provided through Experian. We are making these services available to you at no cost, but we are unable to enroll you directly due to privacy restrictions. For enrollment instructions, please review the enclosure included with this letter.

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For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call 1-833-675-2188 which is available Monday through Friday from 6 a.m. to 8 p.m. PST and Saturday and Sunday from 8 a.m. to 5 p.m. PST (excluding major US holidays). Be prepared to provide engagement number ENGAGE# as proof of eligibility for the identity restoration services by Experian. You may also write to Dreamline at 75 Hawk Rd., Warminster PA, 18974.

Sincerely,

David Parfitt
General Manager

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Credit Monitoring and Identity Restoration

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for ## 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 ## 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.

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 ##-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 December 31, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **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 1-833-675-2188 by December 31, 2022. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the Identity Restoration services by Experian.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, 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, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers 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 the consumer's 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 to take control over who gets access to the personal and financial information in your credit report 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 security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); 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 credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. 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 and your state Attorney General. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. Dreamline is located at 75 Hawk Rd., Warminster PA, 18974.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer

Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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 reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 4 Rhode Island residents potentially impacted by this incident.

