

STATE OF NH
DEPT OF JUST

2021 SEP -7 PM 1:00



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

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

September 3, 2021

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 Bonland Industries, Inc. ("Bonland") located at 50 Newark Pompton Turnpike, Wayne, New Jersey 07470, and are writing to notify your office of an event that may affect the security of some personal information relating to approximately one (1) New Hampshire resident. This notice may be supplemented if new significant facts are learned subsequent to its submission. By providing this notice, Bonland 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

On May 23, 2021, Bonland became aware of suspicious activity in its computer network and immediately initiated an investigation. As part of the investigation, which was conducted with the assistance of third-party computer forensic specialists, Bonland determined that an unknown actor accessed its network for a short time on May 23, 2021. While on the network, the unknown actor accessed and removed certain information stored in the environment. Accordingly, Bonland worked with specialists to conduct a comprehensive programmatic and manual review of the data potentially at risk to assess the type of information at issue and to whom the information related. This review was completed on or around July 9, 2021. Bonland then undertook a thorough manual review of its internal records to confirm the individuals' identities and locate accurate contact information. This process was recently completed.

The impacted information for the New Hampshire resident includes: name, address, and Social Security number.

Notice to New Hampshire Resident

On September 3, 2021, Bonland began providing written notice of this event to affected individuals which includes approximately one (1) New Hampshire resident. Written notice is being provided in substantially the same form as the letter attached here as ***Exhibit A***.

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Other Steps Taken and To Be Taken

Upon discovering the event, Bonland moved quickly to investigate, assess the security of its systems, and notify potentially affected individuals. Bonland also implemented additional safeguards which include installing an EDR tool throughout the environment. Additionally, Bonland is in the process of implementing multifactor authentication and developing a cybersecurity training program for its employees. Bonland is also providing individuals whose personal information was impacted by this event with access to credit monitoring and identity restoration services through Experian for twenty-four (24) months at no cost to affected individuals.

Additionally, Bonland is providing affected individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Bonland is 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. Bonland reported this event to federal law enforcement and cooperated with its investigation. Bonland is also notifying appropriate state regulators.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4802.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Sica', with a stylized flourish at the end.

Samuel Sica, III of
MULLEN COUGHLIN LLC

SZS/cds
Enclosure

EXHIBIT A



® INDUSTRIES, INC.

PO Box 200, 39 Newark Pompton Tpk., Wayne, NJ 07470 Phone: (973) 684-3211 Fax: (973) 628-1120

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

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SAMPLE A SAMPLE - L01

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



September 2, 2021

Notice of Data Security Incident

Dear Sample A. Sample:

Bonland Industries, Inc. ("Bonland") is writing to inform you of an event that may affect the security of some of your information. Although we have no evidence of actual misuse of your information, this letter provides details of the event, our investigation, and steps you can take to help protect your information should you feel it is appropriate to do so.

What Happened? On May 23, 2021, Bonland became aware of suspicious activity in our computer network and immediately initiated an investigation. As part of the investigation, we determined that an unknown actor accessed our network for a short time on May 23, 2021. While on the network, the unknown actor accessed and removed certain information stored in the environment. Accordingly, Bonland worked with specialists to conduct a comprehensive review of the data potentially at risk to assess the type of information at issue and to whom the information related. This review was completed on July 9, 2021. We then undertook a thorough manual review of our internal records to locate accurate mailing addresses.

What Information Was Involved? We determined the types of information that may have been impacted by this incident include your: [Extra1].

What We Are Doing. Bonland takes the security of information in our care very seriously. Upon discovering this event, we moved quickly to secure the network, investigate the event, and notify potentially affected individuals. We are also providing access to credit monitoring and identity restoration services for 24 months through Experian at no cost to you as an added precaution.



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 credit reports for suspicious activity and to detect errors. Please review the enclosed *Steps You Can Take to Protect Personal Information* for additional information. You may also enroll in the complimentary credit monitoring services described above. Enrollment instructions are enclosed with this letter.

For More Information. If you have additional questions, please call our dedicated assistance line at (888) 397-0030 Monday through Friday (excluding U.S. holidays) from 9:00 am to 11:00 pm Eastern Time; Saturday and Sunday (excluding U.S. holidays) from 11:00 am to 8:00 pm Eastern Time. You may also write to Bonland at 50 Newark Pompton Turnpike, PO Box 200, Wayne, NJ 07470.

Sincerely,

Linda West

Linda West
President
Bonland Industries, Inc.

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Credit Monitoring

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you enroll by: **November 30, 2021** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll [REDACTED]
- Provide your activation code: [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (888) 397-0030 by **November 30, 2021**. Be prepared to provide engagement number [REDACTED] s proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24 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 ExtendCARETM:** 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.

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 one-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.

* 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.

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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 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.

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.

