

# CIPRIANI & WERNER

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RECEIVED

JAN 29 2024

CONSUMER PROTECTION

January 23, 2024

**Via First Class Mail**

Office of Attorney General  
33 Capitol Street  
Concord, New Hampshire 03302

**RE: Security Breach Notification**

To Whom It May Concern:

We serve as counsel for CR Pharmacy Services, Inc., ("CarePro") located at 1014 5th Ave. SE, Cedar Rapids, Iowa 52403. We write to provide notification of a recent data security incident. By providing this notice, CarePro does not waive any rights or defenses under New Hampshire law, including the data breach notification statute.

On November 16, 2023, CarePro experienced a network disruption that affected their ability to access certain systems. Upon discovery, CarePro took immediate steps to respond and secure the network and systems, including the engagement of third-party forensic specialists to assist in a thorough investigation into the nature and scope of the incident. The investigation revealed that certain parts of the network may have been accessed by an unauthorized actor. CarePro immediately worked to review its systems to determine the types of information at risk and obtain up-to-date contact information to provide individuals with notice. On or around January 11, 2024, CarePro completed its review and worked to obtain up to date address information to provide identified individuals with notification.

On January 22, 2024, CarePro received its results from a National Change of Address (NCOA) search and confirmed this incident potentially affected 7 New Hampshire residents. The information potentially impacted varied by individual but may have included individuals'

In response to this incident, CarePro took steps to secure their environment, conducted an investigation, and notified law enforcement. Additionally, CarePro began providing notice to the

potentially impacted individuals on January 23, 2023, via U.S. mail. A copy of the notice is attached as **Exhibit A**. In an abundance of caution, CarePro is offering the potentially impacted individuals complimentary credit monitoring and identity protection services.

Very truly yours,

CIPRIANI & WERNER, P.C.

Jason Goodwin, Esq.

# *EXHIBIT A*



<<Name>>

<<Address 1>>

<<Address 2>>

<<City>><<State>><<Zip>>

<<Date>>

<<Country>>

<<Notice of Data Breach>>

Dear [first name] [last name],

We are writing to inform you of a recent incident experienced by CR Pharmacy Services, Inc. ("CarePro"), which may have impacted certain information we hold on our systems. We take this incident very seriously and are providing you information about the incident, our response, and steps you can take to protect your information out of an abundance of caution. Notably, we have no evidence to indicate any information potentially affected has been or will be misused as a result of this incident.

**What Happened?** On or around November 16, 2023, CarePro experienced a network disruption incident which affected our ability to access certain systems. We immediately took steps to secure our network and began an investigation, which included working with third-party specialists to assist in our investigation to determine the nature and scope of the activity. Our investigation revealed that certain information within our systems was acquired by an unauthorized individual on or around November 14, 2023. We immediately began a review of our systems to determine the types of information that were potentially at risk. As part of this review, we initiated efforts to obtain up-to-date address information for all potentially affected individuals. On January 11, 2024, this process was completed, and we worked to provide you with this notification as soon as possible.

**What Information Was Involved?** The information potentially at risk during the incident may have included your

**What We Are Doing.** We have taken the steps necessary to address and investigate the incident. Upon learning of this incident, we immediately took steps to secure our systems and undertook a thorough investigation. We have also implemented additional technical safeguards to further enhance the security of information in our possession and to prevent similar incidents from happening in the future. Additionally, we are offering you complimentary credit monitoring and identity protection services for a period of <12/24> months.

**What You Can Do.** We recommend that you remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. If you discover any suspicious or unusual activity on your accounts, please promptly contact the financial institution or company. We have provided additional information below, which contains more information about steps you can take to help protect yourself against fraud and identity theft should you feel it appropriate to do so.

**For More Information:** Should you have any questions or concerns regarding this incident, please contact our dedicated assistance line at 888-368-6201 Monday through Friday, 8 a.m. to 8 p.m. Central time, excluding holidays. CarePro can also be contacted by mail at 1014 5th Ave. SE. Cedar Rapids, IA 52403.

Sincerely,

Brent Bormann  
CFO

## **STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION**

### **Enroll in Credit Monitoring / Identity Protection**

To enroll in Identity Defense, visit {{URL}}

1. **Enter your unique Activation Code {{IdentityDefenseID}}**  
Enter your Activation Code and click 'Redeem Code'.
2. **Create Your Account**  
Enter your email address, create your password, and click 'Create Account'.
3. **Register**  
Enter your legal name, home address, phone number, date of birth, Social Security Number, and click 'Complete Account'.
4. **Complete Activation**  
Click 'Continue to Dashboard' to finish enrolling.

**The deadline to enroll is {{Deadline}}. After {{Deadline}}, the enrollment process will close, and your Identity Defense code will no longer be active. If you do not enroll by {{Deadline}}, you will not be able to take advantage of Identity Defense, so please enroll before the deadline.**

If you need assistance with the enrollment process or have questions regarding Identity Defense, please call Identity Defense directly at 1.800.297.6399.

Once enrolled, you will have access to the following services for a period of <12/24> months<sup>1</sup>:

- 1-Bureau Credit Monitoring
- Monthly Credit Score and Tracker (VantageScore 3.0)
- Real-Time Transaction Monitoring
- Address Change Monitoring
- Wallet Protection
- Dark Web Monitoring
- Security Freeze Assist
- \$1 Million Identity Theft Insurance<sup>2</sup>

### **Monitor Your Accounts**

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports, account statements, and explanation of benefits forms for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

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<sup>1</sup>Service Term begins on the date of enrollment, provided that the enrollment takes place during the approved enrollment period.

<sup>2</sup>Identity Theft Insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.



You 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, 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 lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you 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 your 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 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 credit freeze, you will need to provide the following information:

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

<b>TransUnion</b> 1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a> <b>TransUnion Fraud Alert</b> P.O. Box 2000 Chester, PA 19016-2000 <b>TransUnion Credit Freeze</b> P.O. Box 160 Woodlyn, PA 19094	<b>Experian</b> 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a> <b>Experian Fraud Alert</b> P.O. Box 9554 Allen, TX 75013 <b>Experian Credit Freeze</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax</b> 1-888-298-0045 <a href="http://www.equifax.com">www.equifax.com</a> <b>Equifax Fraud Alert</b> P.O. Box 105069 Atlanta, GA 30348-5069 <b>Equifax Credit Freeze</b> P.O. Box 105788 Atlanta, GA 30348-5788
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#### **Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the 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. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may 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.

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, your state Attorney General, and the FTC.

*For Maryland residents*, the Maryland Attorney General may be contacted at 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202; 1-888-743-0023; and <https://www.marylandattorneygeneral.gov>.

*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: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. 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 [https://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, FTC, 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](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and [www.riag.ri.gov](http://www.riag.ri.gov). Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [#] Rhode Island residents impacted by this incident.

*For Washington, D.C. residents*, the District of Columbia Attorney General may be contacted at 400 6<sup>th</sup> Street NW, Washington, D.C. 20001; 202-442-9828, and <https://oag.dc.gov/consumer-protection>.