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June 24, 2022

**VIA U.S. MAIL**

Attorney General John Formella  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

RECEIVED

JUN 29 2022

CONSUMER PROTECTION

**Re: Dynatronics – Incident Notification**

Dear Sir/Madam:

McDonald Hopkins PLC represents Dynatronics. I am writing to provide notification of an incident at Dynatronics that may affect the security of personal information of one ("1") New Hampshire resident. Dynatronics' investigation is ongoing, and this notification will be supplemented with any new or significant facts or findings subsequent to this submission, if any. By providing this notice, Dynatronics does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Dynatronics recently learned that two employee email accounts were accessed by an unauthorized user between December 20, 2021 and February 1, 2022. Upon learning of this issue, Dynatronics engaged third party forensic experts to review the impacted user accounts to determine the scope and extent of the incident. After an extensive forensic investigation and manual document review, Dynatronics discovered on May 25, 2022 that the impacted accounts contained a resident's full name and Social Security number.

Dynatronics has no indication that any information has been misused. Nevertheless, out of an abundance of caution, Dynatronics is providing notice to the affected resident commencing on June 24, 2022 in substantially the same form as the document attached hereto. Dynatronics is also offering complimentary credit monitoring services to the impacted resident. Additionally, Dynatronics will advise the affected resident to always remain vigilant in reviewing financial account statements for fraudulent or irregular activity on a regular basis. Dynatronics will further advise the affected resident about the process for placing a fraud alert and/or security freeze on their credit files and obtaining free credit reports. The affected resident is also being provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

Should you have any questions regarding this notification, please contact me at (248) 220-1356 or [dpaluzzi@mcdonaldhopkins.com](mailto:dpaluzzi@mcdonaldhopkins.com). Thank you for your cooperation.

Sincerely,

Dominic A. Paluzzi

Encl.

Dynatronics Corporation  
P.O. Box 3923  
Syracuse, NY 13220



[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

**Important Information Please Review Carefully**

Dear [REDACTED]

The privacy and security of the personal information we maintain is of the utmost importance to Dynatronics Corporation. We are writing with important information regarding a recent security incident that may have resulted in the inadvertent disclosure of your personal information. We want to provide you with information about the incident, explain the services we are providing to you, and let you know that we continue to take significant measures to protect your information.

*What Happened?*

Dynatronics recently learned that two employee email accounts were accessed by an unauthorized user between December 20, 2021 and February 1, 2022.

*What We Are Doing.*

Upon learning of this issue, we immediately engaged third party forensic experts to review the impacted user accounts to determine the scope and extent of the incident. As a result of the incident, we devoted considerable time and effort to determine what information was accessible as a result of the unauthorized access.

*What Information Was Involved.*

After an extensive forensic investigation and manual document review we discovered on May 25, 2022 that your personal information was stored in one or more of the impacted user accounts and potentially accessible to the unauthorized user. This information contained your [REDACTED]  
[REDACTED]

*What You Can Do.*

Please note, we have no evidence that any of your information has been misused as a result of this incident. Nevertheless, out of an abundance of caution, we want to make you aware of the incident. To protect you from potential misuse of your information, we are providing you with access to **Triple Bureau Credit Monitoring\*** services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. In addition, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become

a victim of fraud. These services will be provided by Cyberscout through Identity Force, a company specializing in fraud assistance and remediation services.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and security freeze on your credit files, and obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

For More Information.

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information, including updating passwords and enhancing email access protocols.

**If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED]. This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, from 8:00 am to 8:00 pm Eastern, excluding holidays.**

Sincerely,

[REDACTED]  
[REDACTED]  
**Dynatronics Corporation**  
1200 Trapp Road,  
Eagan, MN 55121

**– OTHER IMPORTANT INFORMATION –**

**1. Enrolling in Complimentary 12-Month Credit Monitoring.**

To enroll in **Triple Bureau Credit Monitoring\*** services at no charge, please log on to <https://secure.identityforce.com/benefit/dynatronics> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED] In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter.

\* Services marked with an “\*” require an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

**2. Placing a Fraud Alert on Your Credit File.**

Whether or not you choose to use the complimentary 12-month credit monitoring services, we recommend that you place an initial one-year “fraud alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

***Equifax***

P.O. Box 105788

Atlanta, GA 30348

<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

(800) 525-6285

***Experian***

P.O. Box 9554

Allen, TX 75013

<https://www.experian.com/fraud/center.html>

(888) 397-3742

***TransUnion LLC***

P.O. Box 6790

Fullerton, PA 92834-

6790

<https://www.transunion.com/fraud-alerts>

(800) 680-7289

**3. Placing a Security Freeze on Your Credit File.**

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

**Equifax Security Freeze**

P.O. Box 105788

Atlanta, GA 30348

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

1-800-349-9960

**Experian Security Freeze**

P.O. Box 9554

Allen, TX 75013

<http://experian.com/freeze>

1-888-397-3742

**TransUnion Security Freeze**

P.O. Box 2000

Chester, PA 19016

<https://www.transunion.com/credit-freeze>

1-888-909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will

send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

#### **4. Obtaining a Free Credit Report.**

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at [www.annualcreditreport.com](http://www.annualcreditreport.com). Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

#### **5. Additional Helpful Resources.**

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If this notice letter states that your financial account information and/or credit or debit card information was impacted, we recommend that you contact your financial institution to inquire about steps to take to protect your account, including whether you should close your account or obtain a new account number.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

**New York Residents:** You may obtain information about preventing identity theft from the New York Attorney General's Office: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>; Telephone: 800-771-7755.