



November 9, 2023

VIA EMAIL

Attorney General John Formella
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
Phone: (603) 271-3643
Fax: (603) 271-2110

Re: Notice of Data Security Incident

To Whom It May Concern:

Constangy, Brooks, Smith & Prophete LLP ("Constangy") represents Golden Key Title Services, LLC ("Golden Key"), based in Orlando, Florida, in conjunction with the recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with the New Hampshire data breach notification statute.

1. Nature of the Security Incident

On April 3, 2023, Golden Key became aware of a possible data security incident involving one (1) employee's email account. Following discovery, it immediately took steps to secure its email tenant and engaged an independent team of external cybersecurity experts to assist in determining what happened and whether sensitive information may have been affected. The investigation was unable to determine which, if any, emails and attachments were accessed by the unauthorized actor responsible for this incident. Therefore, Golden Key thereafter launched a comprehensive review of all potentially affected information to identify the individuals and information potentially involved. Golden Key's review concluded on October 24, 2023, at which time it determined that personal information may have been involved in this incident. Since that time, it has been working diligently to gather contact information and preparing to provide individual notice.

2. Type of Information and Number of New Hampshire Residents Notified

The data sets potentially acquired by the unauthorized actor responsible for this incident included individuals'. On November 9, 2023, Golden Key notified three (3) New Hampshire residents of this data security incident via U.S. First-Class Mail. A sample copy of the notification letter sent to potentially impacted individuals is included with this correspondence.

3. Steps Taken Relating to the Incident

Golden Key has implemented additional security measures in an effort to prevent a similar incident from occurring in the future. Further, as referenced in the sample consumer notification letter, Golden Key has offered individuals of complimentary services through Transunion, which include credit monitoring, dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully-managed identity theft recovery services, along with access to a call center for support for 90 days.

4. Contact Information

Golden Key remains dedicated to protecting the personal information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at

Best regards,

Very truly yours,

Todd Rowe of
CONSTANGY, BROOKS, SMITH & PROPHETE, LLP

Encl: Sample Adult Consumer Notification Letter

Golden Key Title Services, LLC
c/o Cyberscout
1 Keystone Ave., Unit 700
Cherry Hill, NJ 08003
DB08 28



Sample Name
Sample Address

November 9, 2023

Subject: Notice of Data Security Incident

Dear Sample Name,

Golden Key Title Services, LLC (“Golden Key”) is writing to inform you of a recent data security incident that may have involved your personal information. Golden Key takes the privacy and security of all information within its possession very seriously. We are writing to notify you about the incident, provide you with information about steps you can take to help protect your personal information, and offer you the opportunity to enroll in complimentary identity protection services that Golden Key is making available to you.

What Happened? On April 3, 2023, we discovered unusual activity in one employee’s email account. Upon discovering this activity, we immediately took steps to secure the account and launched an investigation, aided by independent cybersecurity experts, to determine what happened and whether sensitive information may have been affected. The investigation was unable to determine which, if any, emails and attachments were accessed by the unauthorized person. Therefore, we reviewed emails and attachments that may have been accessed. Following a comprehensive review of the affected emails, we confirmed on October 24, 2023, that your information was potentially involved which is the reason for this notification.

What Information Was Involved? Following our review of the emails and attachments in the account, on October 24, 2023, we determined that your [redacted] and driver license number were included on an email or attachment in the affected account. We emphasize that we have no evidence of any actual or attempted misuse of this information.

What Are We Doing? As soon as we discovered this incident, we took measures to further secure the email account and enlisted outside cybersecurity experts to conduct a forensic investigation. We have also implemented additional security measures to help reduce the risk of a similar incident occurring in the future. In addition, we are notifying you of this event and providing resources you can utilize to help protect your information.

As a precaution, Golden Key is providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for [redacted] from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, 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 TransUnion company specializing in fraud assistance and remediation services.

To enroll in Credit Monitoring services at no charge, please log on to **<https://secure.identityforce.com/benefit/goldenkey>** and follow the instructions provided. When prompted please provide the following unique code to receive services:

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires 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.

What Can You Do? We encourage you to enroll in the complimentary services we are making available to you. We also recommend that you review the guidance included with this letter about how to protect your information.

For More Information: Representatives are available for 90 days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at
and supply the specialist with your unique code listed above.

We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience that this may cause you.

Sincerely,

Janet Trenzado, Owner
Golden Key Title Services, LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely over the next 12 to 24 months. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Office of the Attorney General

Department of Legal Affairs
State of Florida
PL-01 The Capitol
Tallahassee, FL 32399-1050

It You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.