



January 9, 2024

VIA E-MAIL: DOJ-CPB@DOJ.NH.GOV

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

Re: Update to Initial Notice of Security Event Pursuant to N.H. RSA § 359-C:20(I)(b)

Dear Attorney General Formella:

We are writing to provide an update to our initial notification submitted to your office on October 24, 2023 regarding a security incident involving GPD Holdings, LLC d/b/a CoinFlip ("CoinFlip"). This update is based upon new information received by CoinFlip following the submission of our initial notification to your office.

Based upon the information available at the time of the initial notification, CoinFlip listed the incident may have affected the personal information of ten (10) New Hampshire residents. However, after further review and analysis, we determined the incident may have affected thirteen (13) New Hampshire residents. These additional three (3) individuals have been notified.

If you have any further inquiries concerning this notification, please do not hesitate to contact me.

Sincerely,

Larry Lipka
Senior Vice President, General Counsel
CoinFlip



October 24, 2023

VIA E-MAIL: DOJ-CPB@DOJ.NH.GOV

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

Re: Notification Pursuant to N.H. RSA § 359-C:20(I)(b)

Dear Attorney General Formella:

We are writing to inform you of a recent security incident involving GPD Holdings, LLC d/b/a CoinFlip ("CoinFlip") which may have affected the personal information of ten (10) New Hampshire residents.

NATURE OF THE INCIDENT

On August 7, 2023, an unauthorized third party utilized sophisticated social engineering tactics to access certain CoinFlip systems by compromising a CoinFlip employee's account. Upon becoming aware of this issue on August 8, 2023, we took immediate steps to both contain and thoroughly investigate this incident, including removing the unauthorized third party from our environment. We also retained forensic consultants to assist with the investigation and analysis of the incident.

Though our investigation, we determined that the unauthorized third party accessed certain CoinFlip systems for less than one day and during this time may have accessed and acquired certain data related to our crypto kiosk customer transactions and contracts with individual store owners where CoinFlip crypto kiosks are located.

Based on the investigation, which concluded on September 21, 2023, CoinFlip discovered that the unauthorized third party may have accessed the residents' personal information, including their

STEPS TAKEN RELATED TO THE INCIDENT

Immediately upon becoming aware of this incident, in addition to removing the unauthorized third party from our environment, we enhanced our multi-factor authentication process, expanded security monitoring capabilities and reduced potential access points into CoinFlip's environment through enhanced technical controls.

CoinFlip will notify the potentially affected New Hampshire residents via regular mail, beginning on October 20, 2023. A sample copy of the notification letter is attached hereto as **Exhibit A**.

CoinFlip's Customer Support team has also set up a support line, available 24 hours a day, 7 days a week, that will be staffed to answer any questions residents may have about this incident or provide additional steps they can take to safeguard their information.

If you have any further inquiries concerning this notification, please do not hesitate to contact me.

Sincerely,

Larry Lipka
Vice President General Counsel
CoinFlip

Enclosure:

Exhibit A – Sample Notification Letter



October 24, 2023

Page 2

EXHIBIT A



Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

<<Name1>>

<<Address 1>>

<<Address 2>>

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

<<Country>>

<<Date>>

Dear <<Name1>>:

GPD Holdings, LLC d/b/a CoinFlip, which operates kiosks, and its affiliate, CF Preferred d/b/a Olliv, which operates an Order Desk and mobile application (collectively, "CoinFlip") values and respects the privacy of your information, which is why, as a precautionary measure, we are writing to inform you of a recent security incident that may involve some of your personal information and share some steps that you can take to help protect yourself.

WHAT HAPPENED?

On August 7, 2023, an unauthorized third-party utilized sophisticated social engineering tactics to access certain CoinFlip systems by compromising a CoinFlip employee's account. Upon discovering this issue on August 8, 2023, we took immediate steps to both contain and thoroughly investigate this incident, including removing the unauthorized party from our environment. We also retained forensic consultants to assist with the investigation and analysis of the incident. Based on the investigation, which concluded on September 21, 2023, we determined that the unauthorized party had certain access to CoinFlip's systems for less than one day and during this time may have accessed and acquired certain of your data.

WHAT INFORMATION WAS INVOLVED?

WHAT WE ARE DOING.

Immediately upon discovering this incident, in addition to removing the unauthorized party from our environment, we enhanced our multi-factor authentication process and expanded security monitoring capabilities and technical controls.

WHAT YOU CAN DO.

Please review the enclosed "Other Important Information" document included with this letter for further steps you can take to protect your information, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. It is also recommended that you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your credit reports for unauthorized activity. If you discover any suspicious or unusual activity on your accounts, you should promptly notify the financial institution or company with which your account is maintained.

FOR MORE INFORMATION.

For further information and assistance, please call us at 877-757-2646. Our customer service is available 24 hours per day, 7 days per week.

Sincerely,

Larry Lipka
Vice President General Counsel
CoinFlip

OTHER IMPORTANT INFORMATION

Free Credit Report. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the nationwide credit reporting agencies. To order your annual free credit report please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's (FTC) website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Contact information for the national credit reporting agencies for the purpose of requesting a copy of your credit report and other general inquiries is provided below:

- **Equifax**, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- **Experian**, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-888-4213
- **Innovis**, PO Box 1689, Pittsburgh, PA 15230-1689, www.innovis.com, 1-800-540-2505

Fraud Alert. You have the right to place an initial or extended "fraud alert" on your file at no cost by contacting any of the nationwide credit reporting agencies. Contact information for the national credit reporting agencies for the purposes of placing a fraud alert on your file is provided below. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert displayed on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. For this reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. If you are a victim of identity theft and have filed an identity theft report with law enforcement, you may want to consider placing an extended fraud alert, which lasts for 7 years, on your credit file.

- **Equifax**, PO Box 105069, Atlanta, GA 30348-5069, www.equifax.com/personal/credit-report-services/credit-fraud-alerts, 1-800-525-6285
- **Experian**, PO Box 9554, Allen, TX 75013, www.experian.com/fraud/center.html, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com/fraud-alerts, 1-800-680-7289
- **Innovis Consumer Assistance**, PO Box 26, Pittsburgh, PA 15230-0026, <https://www.innovis.com/personal/fraudActiveDutyAlerts>, 1-800-540-2505

Security Freeze. You have the right to place, lift, or remove a "security freeze" on your credit report, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze. You must place your request for a freeze separately with each of the consumer reporting agencies. To place a security freeze on your credit report, you may do so by contacting each of the consumer reporting agencies through the contact information below:

- **Equifax**, PO Box 105788, Atlanta, GA 30348-5788, www.equifax.com/personal/credit-report-services/credit-freeze, 1-800-298-0045
- **Experian**, PO Box 9554, Allen, TX 75013, www.experian.com/freeze/center.html, 1-888-397-3742
- **TransUnion**, PO Box 160, Woodlyn, PA 19094, www.transunion.com/credit-freeze, 1-888-909-8872
- **Innovis**, PO Box 26, Pittsburgh, PA 15230-0026, www.innovis.com/personal/securityFreeze, 1-800-540-2505

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past 5 years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have 1 business day after receiving your request by toll-free telephone or secure electronic means, or up to 3 business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within 5 business days and may provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN or password provided to you when you placed the security freeze as well as the identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have 1 business day after receiving your request by toll-free telephone or secure electronic means, or 3 business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the credit bureaus and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have 1 business day after receiving your request by toll-free telephone or secure electronic means, or 3 business days after receiving your request by mail, to remove the security freeze.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the FTC, proper law enforcement authorities and/or your state attorney general. You may also contact these agencies for information on how to prevent or avoid identity theft and to obtain additional information about fraud alerts and security freezes. You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (438-4338).

- **For District of Columbia residents**, you may also obtain information about avoiding identity theft from the Office of the Attorney General for the District of Columbia at: 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and oag.dc.gov.
- **For Iowa residents**, you are advised to report suspected incidents of identity theft to law enforcement or the Iowa Attorney General's Office at Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, www.iowaattorneygeneral.gov, telephone: 1-515-281-5926 or 1-888-777-4590.
- **For Maryland residents**, you may obtain information about avoiding identity theft from the Maryland Office of the Attorney General at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.
- **For New Mexico residents**, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their 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 consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers 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 consumers to review their 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**, you may obtain additional information about security breach response and identity theft prevention and protection from the New York State Office of the Attorney General by calling 1-800-771-7755 or visiting <https://ag.ny.gov>; the New York State Police by calling 1-518-457-6721 or visiting <https://troopers.ny.gov/>; and/or the New York Department of State by calling 1-800-697-1220 or visiting <https://www.dos.ny.gov>.
- **For North Carolina residents**, you may obtain additional information about preventing identity theft provided by the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.
- **For Oregon Residents**, you are advised to report any suspected incidents of identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General at <https://doj.state.or.us>, by calling (877) 877-9392, or writing to Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.
- **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, individuals have the right to obtain any police report filed in regard to this event. There are approximately 82 Rhode Island residents that may be impacted by this event.