



MULLEN
COUGHLIN_{LLC}
ATTORNEYS AT LAW

RECEIVED

MAY 25 2023

CONSUMER PROTECTION

75 S. Clinton Avenue, Suite 510
Rochester, NY 14604

May 16, 2023

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

To Whom It May Concern:

We represent Hammond Lumber Company ("Hammond") located at 2 Hammond Drive, Belgrade, Maine, 04917 and are writing to notify your office of an event that may affect the privacy of certain personal information relating to seventy-four (74) New Hampshire residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Hammond 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 or about March 21, 2023, Hammond identified potential suspicious activity within its computer network. In response, Hammond promptly investigated the activity to assess its nature and scope and to identify any data potentially at risk. While this investigation is ongoing, based on a preliminary review, Hammond determined limited data within its environment was potentially accessed or acquired by an unauthorized actor in or around March 2023. On or around April 24, 2023, after validating the identity and necessary contact information for these individuals, Hammond confirmed the data included information related to seventy-four (74) New Hampshire residents. The personal information present in the relevant files may include

Notice to New Hampshire Residents

On or about May 15, 2023, Hammond began providing written notice of this event to seventy-four (74) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon identifying the event, Hammond began an investigation to assess the scope of the event and identify potentially affected individuals. Further, Hammond notified federal law enforcement regarding the event. Hammond is evaluating additional safeguards to mitigate risk of reoccurrence. Hammond is also providing access to credit monitoring services for one (1) year through Experian, to individuals whose information was potentially affected by this event, at no cost to these individuals.

Additionally, Hammond is providing potentially impacted 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. Hammond is providing individuals with information on how to place a fraud alert and credit freeze on one's credit file, information on protecting against tax fraud, 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.

Hammond is providing written notice of this event to relevant state regulators, as necessary, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Contact Information

Should you have any questions regarding this notification or other aspects of the data event, please contact us at

Very truly yours,

James Paulino of
MULLEN COUGHLIN LLC

JMP/jlt
Enclosure

EXHIBIT A



Return Mail Processing
PO Box 999
Suwanee, GA 30024

Headquarters
2 Hammond Drive, PO Box 500
Belgrade, ME 04917
207-495-3303 • 800-439-2354

11 12087 *****SNGLP

SAMPLE A. SAMPLE - Non-Employee Letter

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



May 15, 2023

[Extra1]

Dear Sample A. Sample:

Hammond Lumber Company ("Hammond") writes to inform you of an event that may involve your information, our response, and steps you may take if you feel it is appropriate to do so.

What Happened? On or around March 21, 2023, Hammond received notice regarding suspicious activity within its network. In response, we began shutting down our network and took steps to ensure its security. In conjunction with these efforts, Hammond launched an investigation to determine the nature and scope of the event. Through this investigation, we identified that certain files were copied from a portion of our computer network without our authorization. We are in the process of reviewing these files to determine what information is present and to whom it relates. You are receiving this letter because, based on our investigation to date, we determined on or around April 23, 2023, that your information was present in the relevant files.

What Information Was Involved? Based on our investigation to date, we determined that the following information was affected, which includes

What We Are Doing. Hammond takes this event and the privacy of information in its care seriously and is conducting a diligent investigation to confirm the full nature and scope of the event. In response to this event, we took prompt steps to secure our network while conducting a comprehensive investigation. We also reported this event to federal law enforcement.

Further, as part of our ongoing commitment to the privacy and security of information in our care, we are implementing additional technical security measures, and reviewing our policies and procedures to mitigate reoccurrence of this type of event. As an added precaution, we are providing you with access to identity monitoring services for [one (1) year/two (2) years] at no cost to you. Information on these services and instructions on how to activate them may be found in the *Steps You Can Take to Protect Personal Information* section of this letter.

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 free credit reports for suspicious activity and to detect errors. We also recommend you review the attached *Steps You Can Take To Protect Personal Information* section of this letter and enroll in the offered complimentary identity monitoring services. Enrollment instructions for the free monitoring services are on the next page of this letter. Please note, due to privacy restrictions, we are unable to automatically enroll you in the complimentary monitoring services.

For More Information. We regret any inconvenience or concern this may cause. If you have questions about this matter, please call our dedicated assistance line at _____, Monday through Friday 8 am - 10 pm CST, Saturday and Sunday 10 am - 7 pm CST (excluding major U.S. holidays).

Sincerely,
Hammond Lumber Company

Family owned and operated since 1953 • Serving Maine & New Hampshire across 22 locations

Auburn • Bangor • Bar Harbor • Belfast • Belgrade • Blue Hill • Boothbay Harbor • Brunswick • Bucksport • Calais • Camden
Cherryfield • Damariscotta • Ellsworth • Fairfield • Farmington • Greenville • Machias • Portland • Rochester, NH • Rockland • Skowhegan

HammondLumber.com

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Monitoring Services

To help protect your identity, we are offering a complimentary [12/24]-month membership of Experian's IdentityWorksSM. 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:** _____ (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
- Provide your **activation code:** **A**

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 _____ by _____. Be prepared to provide engagement number _____ as proof of eligibility for the identity restoration services by Experian.

Additional Details Regarding Your [12/24]-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 agents 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.
- **Up to \$1 Million Identity Theft Insurance^{**}:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (833) 420-2865. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for [12/24] months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

*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.

Internal Revenue Service Identity Protection PIN (IP PIN)

You may also obtain an Identity Protection PIN (IP PIN) from the Internal Revenue Service, a six-digit number that prevents someone else from filing a tax return using your Social Security number or Individual Taxpayer Identification Number. The IP PIN is known only to you and the IRS, and helps the IRS verify your identity when you file your electronic or paper tax return. Even though you may not have a filing requirement, an IP PIN still protects your account. If you do not already have an IP PIN, you may get an IP PIN as a proactive step to protect yourself from tax-related identity theft either online, by paper application or in-person. Information about the IP PIN program can be found here: <https://www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin>.

Monitor Your Accounts

You may report any suspected incidents of identity theft or fraud to your payment card company and/or bank.

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 a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their 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 1-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 consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

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 a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of 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 they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, 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
1-888-298-0045	1-888-397-3742	1-800-916-8800
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

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 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. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and state Attorney General. This notice has not been delayed by law enforcement.

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.

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.marylandattorneygeneral.gov/.