



February 2, 2024

**VIA EMAIL**

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

Re: Notice of Data Security Incident

Dear Attorney General Formella:

Constangy, Brooks, Smith and Prophete LLP (“Constangy”) represents Jet Living Hotels, LLC (“Jet”) located in Las Vegas, NV in connection with an incident described in greater detail below.

**1. Nature of Incident**

On April 28, 2023, Jet identified suspicious activity within their computer network environment. After detecting and promptly containing the incident, Jet launched an investigation with the support of external cybersecurity experts to learn more about the scope of the incident and any impact to data. Through that investigation, Jet learned of information suggesting that an unauthorized actor gained access to one employee’s email account on or about April 28, 2023 and may have accessed some information contained in the account. Jet reviewed the information stored in the employee’s email account and recently confirmed that personal information was contained in the account. Jet then took steps to obtain addresses for those individuals whose information was involved.

The potentially affected information varied by individual but may include the following: individuals’

**2. Number of New Hampshire residents affected**

Jet notified one (1) New Hampshire residents of the incident via first class U.S. mail on December 19, 2023. A sample copy of the notification letter is included with this correspondence.

### **3. Steps taken relating to the incident**

Upon discovering the issue, Jet took the steps described above. Jet also provided notice of the incident to potentially impacted individuals on December 19, 2023. In addition, Jet is offering affected individuals, whose social security numbers were impacted, complimentary credit monitoring and identity protection services through IDX, A ZeroFox Company, the data breach and recovery services expert. These services include of credit monitoring, identity protection, and fully managed identity theft recovery services. With this protection, IDX will help them resolve issues if their identity is affected.

### **4. Contact information**

If you have any questions or need additional information, please do not hesitate to contact me at

Very truly yours,

Lauren Godfrey, Esq.

Encl.: Sample Consumer Notification Letter



Date]

{First Name, Last Name}

{Address Line 1}

{Address Line 2}

{City, State, Zip Code}

**Subject: Notice of Data <<Security Incident/Breach>>**

Dear <<First Name>> << Last Name>>:

We are writing to inform you of an incident recently experienced by Jet Living Hotel (“Jet”) which may have affected the security of some of your personal information. Please review this letter carefully as it contains information regarding the incident and steps that you can take to help protect your information.

**What Happened?** On April 28, 2023, we identified suspicious activity within Jet’s computer network environment. We activated our incident response protocols and took steps to secure our environment with the assistance of outside cybersecurity experts. The cybersecurity firm also conducted a forensic investigation to determine the nature of the activity and whether any Jet data may have been affected. Based on that investigation, we learned that an unauthorized individual gained access to one employee’s email account on or about April 28, 2023, and may have accessed some information contained in the account. We reviewed the information stored in the employee’s email account and recently confirmed that your personal information was contained in the account.

We have no information that your personal information has been misused as a result of this incident.

**What Information Was Involved?** The information potentially impacted by this incident included your

**What Are We Doing?** As soon as we discovered the incident, we took the steps described above. In addition, we have implemented measures to further enhance the security of our email environment to minimize the risk of a similar incident from occurring in the future. If your email address and password to your owner’s account was involved, we immediately changed the password to your account.

Although Jet has no evidence of the misuse of any potentially impacted information, we are providing you with information about steps that you can take to help protect your personal information and are offering you complimentary identity protection services through IDX – a data



breach and recovery services expert. These services include <<12/24>> months of credit<sup>1</sup> and dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services.

To enroll, please call \_\_\_\_\_ and provide the enrollment code at the top of this page. Please note that the deadline to enroll in these services is <<Date>>. With this protection, IDX will help to resolve issues if your identity is compromised.

**What You Can Do.** You can follow the recommendations on the following pages to help protect your information. We also encourage you to enroll in the complementary services being offering to you by using the enrollment code provided above.

**For More Information.** Further information about how to protect your information appears on the following page. If you have additional questions, please call IDX toll-free at <<call center number>> Monday through Friday between 8 am and 8 pm Central time (excluding U.S. holidays.)

Our responsibility to protect the privacy and confidentiality of customer information in our care is of utmost importance and an obligation we take seriously. Please accept Jet's sincere apologies and know that we regret any worry or inconvenience this may cause you.

Sincerely,

Richard Brosal  
President/CEO  
Jet Living Hotels, LLC dba Jet Luxury Resorts  
7770 Duneville Street, Suite 7  
Las Vegas, NV 89139

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<sup>1</sup> To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.