



Bryan M. Thompson
888 SW Fifth Avenue, Suite 900
Portland, Oregon 97204-2025
Bryan.Thompson@lewisbrisbois.com
Direct: 971.334.7009

December 15, 2021

File No. 30841.1675

VIA EMAIL

Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear New Hampshire Office of the Attorney General:

Lewis Brisbois Bisgaard & Smith LLP represents McGrath RentCorp ("MGRC") in connection with its data security incident. The purpose of this letter is to notify you of the incident on behalf of MGRC in accordance with N.H. Rev. Stat. §§ 359-C:19 - C:21.

I. Background

On July 17, 2021, MGRC discovered unauthorized activity on its systems by an unknown actor. In response, MGRC took the systems offline to stop the unauthorized access and worked with its cybersecurity experts to further examine the incident. All services have since been restored, and the incident caused minimal disruption to our customer operations. Since then, MGRC worked diligently to assess what information may have been impacted.

II. Type of Information and Number of New Hampshire Residents Involved

On November 15, 2021, MGRC determined that the data involved included personal information relating to certain individuals. Following this discovery, MGRC conducted an extensive review of its records to find missing addresses for potentially impacted individuals and to update out-of-date addresses.

On December 10, 2021, MGRC confirmed that information relating to two New Hampshire residents may have been impacted. The personal information involved varies depending on the individual but included the following for New Hampshire residents: name and Social Security number.

MGRC is not aware that any information has been misused as a result of this incident.

Beginning on December 15, 2021, MGRC will send notification letters to the affected individuals via USPS First Class Mail. Please find enclosed notification letter. The notification letter provides information about the incident, the categories of personal information involved, and recommended steps that individuals may take to protect their information. It also offers complimentary identity protection services by IDX, which include credit monitoring and/or Cyberscan dark web monitoring, \$1 million identity theft reimbursement insurance, and fully managed identity recovery services for 12 months.

III. Remediation Measures

Upon learning of this incident, MGRC implemented additional security measures to protect its network and systems and updated its policies and procedures to reduce the likelihood of future incidents. It also reported the incident to the Federal Bureau of Investigation and will cooperate with the FBI as necessary to help identify and prosecute the perpetrators.

If you have questions or need any additional information, please do not hesitate to contact me at 971.334.7009 or Bryan.Thompson@lewisbrisbois.com. Jennifer Lee is also available at 714.668.5568 and Jennifer.Lee@lewisbrisbois.com to address any follow up inquiries.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bryan M. Thompson".

Bryan M. Thompson of
LEWIS BRISBOIS BISGAARD & SMITH LLP

BMT:JL

Encl.: Sample Consumer Notification Letter

cc: Jennifer Lee, Lewis Brisbois (Jennifer.Lee@lewisbrisbois.com)



P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:

1-833-381-2286

Or Visit:

<https://app.idx.us/account-creation/protect>

Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

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

December 15, 2021

Re: <<Variable Field 1>>

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of an incident that may have involved your personal information. At McGrath RentCorp ("MGRC"), we take the privacy and security of your information very seriously. Therefore, we are writing to inform you of the incident, advising you of certain steps you can take to help protect your personal information, and offering complementary identity monitoring services at no cost to you to further guard your information.

What Happened? On July 17, 2021, MGRC discovered unauthorized activity on its systems by an unknown actor. In response, we took the systems offline to stop the unauthorized access and worked with our cybersecurity experts to further examine the incident. All services have since been restored, and the incident caused minimal disruption to our customer operations.

Since then, we have been working diligently to assess what information may have been impacted. On November 15, 2021, MGRC determined that the data involved included information relating to you.

We have no indication that any information has been misused as a result of this incident. Nevertheless, we wanted to inform you of the incident and provide steps you can take to help protect your information.

What Information Was Involved? The files that may have been accessed by the unauthorized individual generally contained the following information: names, addresses, dates of birth, Social Security or individual tax identification numbers, driver's license or other government issued identification card numbers, health-related information, health insurance policy or member numbers, financial account information, and fingerprints. Please note that the information affected varied from person-to-person.

What Are We Doing? As soon as we discovered the incident, we took the steps described above. We also reported the incident to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to help identify and prosecute the perpetrators.

In addition, we have secured the services of IDX to provide identity protection services at no cost to you. IDX is a risk mitigation and response vendor and has extensive experience helping people who have sustained an unintentional exposure of confidential data. The services include credit monitoring, Cyberscan dark web monitoring, \$1 million identity theft reimbursement insurance, and fully managed identity recovery services for <<12 or 24 months>>.

To receive these services, you must be over the age of 18, 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.

McGrath RentCorp
5700 Las Positas Rd, Livermore, CA 94551

You can enroll by going to <https://app.idx.us/account-creation/protect> or calling IDX at 1-833-381-2286 and using the Enrollment Code provided at the top of this letter. Please note that the deadline to enroll is March 15, 2022.

What You Can Do: Please review the “Steps You Can Take to Further Protect Your Information” sheet included with this letter. It describes additional ways you can help safeguard your information. We also encourage you to enroll in the complimentary identity monitoring services we are offering through IDX.

For More Information: If you have questions or need assistance, please call 1-833-381-2286, Monday through Friday from 6 a.m. to 6 p.m. Pacific.

Protecting your information is important to us. Please know that we take this incident very seriously and deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to be 'JF Hanna', written over a horizontal line.

Joseph F. Hanna
CEO

Steps You Can Take to Further 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. 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 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 can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

TransUnion	Experian	Equifax	Free Annual Report
P.O. Box 1000	P.O. Box 9532	P.O. Box 105851	P.O. Box 105281
Chester, PA19016	Allen, TX 75013	Atlanta, GA 30348	Atlanta, GA 30348
1-800-909-8872	1-888-397-3742	1-800-685-1111	1-877-322-8228
www.transunion.com	www.experian.com	www.equifax.com	www.annualcreditreport.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 90 days. 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: Under U.S. law, 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. Contact information for the FTC is: **Federal Trade Commission**, 600 Pennsylvania Ave, NW, Washington, DC 20580, www.consumer.ftc.gov and www.ftc.gov/idtheft, 1-877-438-4338. Residents of New York, Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

New York Attorney General Bureau of Internet and Technology Resources	Maryland Attorney General	North Carolina Attorney General	Rhode Island Attorney General
28 Liberty Street	200 St. Paul Place	9001 Mail Service Center	150 South Main Street
New York, NY 10005	Baltimore, MD 21202	Raleigh, NC 27699	Providence, RI 02903
ifraud@ag.ny.gov	www.oag.state.md.us	www.ncdoj.gov	www.riag.ri.gov
1-212-416-8433	1-888-743-0023	1-877-566-7226	401-274-4400

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 others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.