



STATE OF NH  
DEPT OF JUSTICE  
2016 JUN 20 PM 12:05

June 15, 2016

Attorney General Joseph Foster  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General Foster:

Pursuant to N.H. Rev. Stat. Ann. § 359-C:20, we are writing to notify you of a breach of security of personal information involving 4 New Hampshire residents.

#### **NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS**

An East Coast law firm was representing Multi-Color in litigation pending in federal court in Virginia. As part of that representation, the law firm collected data from Multi-Color's systems, which included HR records and information on all current US employees as of April 13, 2016; certain former employees and some employees of a predecessor company; and applicants. The data was saved to an external hard drive and password protected. The hard drive was delivered to the law firm and the password was separately emailed to the law firm.

On May 16, 2016, the law firm informed Multi-Color that someone broke into the law firm's law offices on either May 14 or May 15 and stole several items, including the hard drive containing Multi-Color's data and the password.

The stolen hard drive includes personal identifiable information for all current US employees as of April 13, 2016; certain former employees and some employees of a predecessor company; and applicants, including names, social security numbers, and potentially addresses. In some cases there was also dependent information as it relates to our benefit plans.

#### **NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED**

This incident affected 4 New Hampshire residents. These New Hampshire residents will shortly receive Notice pursuant to N.H. Rev. Stat. Ann. § 359-C:20 on June 15, 2016.

Please see the attached copy of the Notices and Information Sheet that will be sent to affected New Hampshire residents.

## **STEPS WE HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT**

Starting on May 16, and to date, we have been coordinating an investigation with the law firm, the Baltimore police, private investigators, and other authorities. While we are continuing to investigate and working to retrieve the hard drive, we are providing you notice of this security incident.

We are unaware of any actual or attempted misuse of information from the hard drive. Under the circumstances, however, and until we recover the hard drive, we wanted to make residents aware of the incident and advise them of steps they may take to guard against identity theft or fraud. These steps include:

- Order a Credit Report. Reminding residents they are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. Information on how to obtain a free credit report is contained in the Notices and Information Sheet.
- Register for Identity Protection and Credit Monitoring Services. As an added precaution, we have arranged to have Experian provide identity protection monitoring services for the next 12 months at no cost to residents. Information regarding these monitoring services is also explained in the attached Notices and Information Sheet.
- Review the Enclosed Information Sheet. The Information Sheet has additional information regarding credit protection and identifies additional resources.

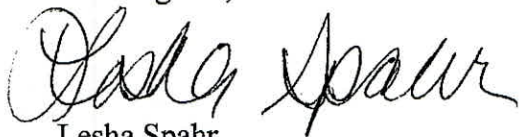
We have also established a 1-800 number specifically for this incident. Should residents have any questions about the content of this Notice or if they would like to learn more about ways they can protect themselves against fraud and identity theft, they can call 1-888-479-6996, Monday through Friday between 8:30 am – 4:30 pm ET.

We will continue our efforts to find the suspect and remain hopeful that we can recover the stolen hard drive and our data. If that occurs, we will send additional Notice.

## **OTHER NOTIFICATION AND CONTACT INFORMATION**

If the Office of the Attorney General has any questions or needs further information, they may contact Joseph M. Callow, Jr. at Keating, Muething & Klekamp, PLL (513-579-6419).

Kind regards,

A handwritten signature in black ink, appearing to read 'Lesha Spahr', written in a cursive style.

Lesha Spahr  
VP Global Human Resources

Enclosures: Notice of Security Incident; Information about Identity Theft Prevention; Notice of Security Incident - Experian





June 15, 2016

## **NOTICE OF SECURITY INCIDENT**

We are writing to inform you of an incident involving some of your personal identifiable information.

### **WHAT HAPPENED**

An East Coast law firm was representing Multi-Color in litigation. As part of that representation, the law firm collected data from Multi-Color's systems, which included HR records and information on all current US employees as of April 13, 2016; certain former employees and some employees of a predecessor company; and applicants. The data was saved to an external hard drive and password protected. The hard drive was delivered to the law firm and the password was separately emailed to the law firm.

On May 16, 2016, the law firm informed Multi-Color that someone broke into the law firm's law offices on either May 14 or May 15 and stole several items, including the hard drive containing Multi-Color's data and the password.

Starting on May 16, and to date, we have been coordinating an investigation with the law firm, the Baltimore police, private investigators, and other authorities. While we are continuing to investigate and working to retrieve the hard drive, we are providing you notice of this security incident.

### **WHAT INFORMATION WAS INVOLVED**

The stolen hard drive includes personal identifiable information for all current US employees as of April 13, 2016; certain former employees and some employees of a predecessor company; and applicants, including names, social security numbers, and potentially addresses. In some cases there was also dependent information as it relates to our benefit plans.

### **WHAT WE ARE DOING**

We contacted local authorities and we are continuing our investigation with the law firm, the Baltimore police, private investigators, and other authorities. A firm has also been hired to monitor possible internet activity with our data. There is a reasonable possibility that we may be able to recover the hard drive and we are continuing our efforts to do so. Once recovered, we can determine whether the data was improperly accessed.

## WHAT YOU CAN DO

We are unaware of any actual or attempted misuse of information from the hard drive. Under the circumstances, however, and until we recover the hard drive, we want to make you aware of the incident and advise you of steps you may take to guard against identity theft or fraud.

- Review the Enclosed Information Sheet. The Information Sheet provides additional information regarding credit protection and identifies additional resources.
- Order a Credit Report. You are entitled under US law to one free credit report annually from each of the three nationwide consumer reporting agencies. It is always a good idea to be vigilant by reviewing your account statements and monitoring your free credit reports. Information on how to obtain a free credit report is contained in the attached Information Sheet.
- Register for Identity Protection and Credit Monitoring Services. As an added precaution, we have arranged to have Experian provide ProtectMyID Elite identity protection services for the next 12 months at no cost to you. Instructions on how to register for the Experian services are attached.

## FOR MORE INFORMATION

We have also established a dedicated toll-free number specifically for this incident. Should you have any questions about the content of this Notice or if you would like to learn more about ways you can protect yourself against fraud and identify theft, please call 1-888-479-6996, Monday through Friday between 8:30 am – 4:30 pm ET.

We will continue our efforts to find the suspect and remain hopeful that we can recover the stolen hard drive and our data. If that occurs, we will send you an additional Notice.

We apologize for any concern or inconvenience that this theft may cause you. We wish to assure you that we are doing everything we can to minimize its impact on you.

Kind regards,



Lesha Spahr  
VP Global Human Resources

Enclosures: Notice of Incident - Experian  
Information about Identity Theft Prevention



## Information about Identity Theft Prevention

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. Federal law allows you to get a free copy of your credit report every 12 months from each credit reporting company. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

**Equifax:** P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, [www.equifax.com](http://www.equifax.com)

**Experian:** P.O. Box 4500, Allen, TX 75013, 1-888-397-3742, [www.experian.com](http://www.experian.com)

**TransUnion LLC:** 2 Baldwin Place, P.O. Box 1000, Chester, PA 19016, 1-800-888-4213, [www.transunion.com](http://www.transunion.com)

We recommend you remain vigilant with respect to reviewing your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

**Federal Trade Commission, Consumer Response Center**  
600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338),  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General:

**Maryland Office of the Attorney General, Consumer Protection Division**  
200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us)

**For residents of Massachusetts:** You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office.

**North Carolina Attorney General's Office, Consumer Protection Division**  
Mail Service Center 9001, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov)

**Fraud Alerts:** There are also two types of fraud alerts that you can ask be placed on your credit report to put your creditors on notice that you may be a victim of fraud. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can find out more information or place a fraud alert on your credit report by calling the toll-free number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, [www.equifax.com](http://www.equifax.com)

Experian: 1-888-397-3742, [www.experian.com](http://www.experian.com)

TransUnion: 1-800-680-7289, [fraud.transunion.com](http://fraud.transunion.com)

**Credit Freezes (for Non-Massachusetts Residents):** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each*



*credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)  
Experian Security Freeze: P.O. Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)  
TransUnion Security Freeze, Fraud Victim Assistance Department: P.O. Box 2000, Chester, PA, 19022-2000, [freeze.transunion.com](http://freeze.transunion.com)

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

**Credit Freezes (for Massachusetts Residents):** Massachusetts law also allows consumers to place a security freeze on their credit reports. 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.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com](http://www.equifax.com)  
Experian Security Freeze: P.O. Box 9554, Allen, TX 75013, [www.experian.com](http://www.experian.com)  
TransUnion Security Freeze, Fraud Victim Assistance Department: P.O. Box 2000, Chester, PA, 19022-2000, [freeze.transunion.com](http://freeze.transunion.com)

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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, military identification, etc.)
7. 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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and 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.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail 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 as well as the identities 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 three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail 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 three (3) business days after receiving your request to remove the security freeze.



Department HRPII -- #

June 15, 2016

## NOTICE OF SECURITY INCIDENT - EXPERIAN

Multi-Color has arranged to have Experian provide ProtectMyID Elite identity protection services for the next 12 months at no cost to you. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft. Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
  - **Daily Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian credit report.
  - **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
  - **Change of Address:** Alerts of any changes in your mailing address.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
  - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **Lost Wallet Protection:** If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.
- **\$1 Million Identity Theft Insurance:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

### To activate your ProtectMyID Elite protection:

1. ENSURE **That You Enroll By: September 30, 2016**
2. VISIT the **ProtectMyID Web Site to enroll: [www.protectmyid.com/protect](http://www.protectmyid.com/protect)**
3. PROVIDE **Your Activation Code: <Code>**

If you have questions or need an alternative to enrolling online, please call 1-866-751-1324 and provide engagement #: PC102097.