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November 7, 2023

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

Email: attorneygeneral@doj.nh.gov

Re: Notice of Data Incident

Dear Sir or Madam:

I am writing to you on behalf of Omni Agent Solutions ("Omni"). Omni is the court-approved claims agent for the Chapter 11 bankruptcy proceeding involving Desolation Holdings LLC in the United States Bankruptcy Court for the District of Delaware. On or around September 4, 2023, an unauthorized third party fraudulently gained control of a mobile phone number belonging to an Omni employee. As a result, the unauthorized party accessed a limited number of files in systems used by Omni, including files that contained claims forms submitted by certain claimants to Omni in the Bittrex bankruptcy proceeding, some of which included personal information provided by those claimants. Immediate actions were taken to secure the systems used by Omni. Omni then engaged an outside digital forensic consultant and conducted a manual review of its records to confirm the identities of individuals potentially affected by this event and their contact information to provide notifications. This attack on Omni did not affect any data provided by Bittrex to Omni, Bittrex systems, or Bittrex digital assets. Moreover, Omni did not maintain passwords to Bittrex accounts.

Omni's investigation revealed that personal information of two (2) New Hampshire residents was impacted by the incident. Omni's investigation is still ongoing. Omni does not expect that any additional New Hampshire residents' information was impacted, but it will supplement its notice if new information is uncovered. Personal information that was potentially exposed in the incident included consumers' .

Omni has taken numerous actions to mitigate the impact of the incident, including notifying law enforcement, successfully locking out the unauthorized users from the impacted systems, undertaking a full forensic investigation into the incident with the assistance of an outside digital forensics investigation firm, and notifying potentially-affecting consumers and individuals associated with those consumers. Additionally, Omni is taking steps to review and enhance its security measures. Omni has implemented continuous monitoring of its third-party vendors' security practices. This will be accompanied by regular audits to ensure compliance with its security standards, and immediate rectification of any identified issues.

A sample of the notification to affected parties is enclosed. It includes an offer for complimentary access to Experian monitoring services for .

If you have any questions about the information provided in this letter, or this incident generally, please feel free to contact me at

Sincerely,

/s/ Jennifer English

Jennifer D. English

JDE

Enclosure: Sample Notification Letter

Omni Agent Solutions, Inc.
Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

November 7, 2023

K2577-L01-0000001 T00001 P001 ********SCH 5-DIGIT 12345
SAMPLE A SAMPLE - L01 OMNI NOTICE
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789

Notice of Data Event

Dear Sample A. Sample:

Omni Agent Solutions, Inc. ("Omni") is the court-approved claims agent for the Chapter 11 bankruptcy proceeding involving Desolation Holdings LLC in the United States Bankruptcy Court for the District of Delaware. As you may recall, you submitted a claims form that contained some of your personal data to Omni as part of the bankruptcy and claims reconciliation process.

Omni is providing notice of a data event that may affect the security of some of your information. While we have no indication of identity theft or fraud in relation to this event, we are providing you with information about the event, our response, and steps we have taken and continue to take, and steps you can take to help protect your information should you feel it appropriate to do so.

What Happened? On or about September 4, 2023, an unauthorized third party fraudulently gained control of a mobile phone number belonging to an Omni employee. As a result, the unauthorized party accessed a limited number of files in systems used by Omni, including files that contained claims forms submitted by certain claimants to Omni in the Bittrex bankruptcy proceeding, some of which included personal information provided by those claimants. Immediate actions were taken to secure the systems used by Omni. We then engaged an outside digital forensic consultant and conducted a manual review of our records to confirm the identities of individuals potentially affected by this event and their contact information to provide notifications. This attack on Omni did not affect any data provided by Bittrex to Omni, Bittrex systems, or Bittrex digital assets. Moreover, Omni did not maintain passwords to Bittrex accounts.

What Information Was Involved? Our investigation determined that the following types of information related to you were present in the server at the time of the event: [Data Elements]

What We Are Doing to Help You. We take this event and the security of your personal information seriously. Upon learning of the incident, we promptly took steps to investigate and assess the security of our systems, and notify potentially-affected customers and individuals associated with those customers. In response to this event, we are also reviewing and enhancing our information security policies and procedures.

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While we are unaware of any identify theft or fraud related to this event, Omni is offering you access to 24 months of complimentary credit monitoring and identity restoration services through Experian. Details of this offer and instructions on how to activate these services are enclosed with this letter.

Our internal investigation into this event is ongoing, and we will cooperate in any law enforcement investigation into the incident.

Next Steps. 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 for the next twelve to twenty-four months and to report suspected identity theft incidents to the applicable institution. Please also review the enclosed *Steps You Can Take to Protect Personal Information*, which contains information on what you can do to safeguard against possible misuse of your information. You can also enroll in the credit monitoring services that we are offering.

Incidents of suspected identity theft can and should be reported to law enforcement and government agencies, including the Federal Trade Commission (FTC):

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

You may also contact one of the three major credit bureaus listed in the enclosed *Steps You Can Take to Protect Personal Information* and request that a fraud alert or credit freeze be placed on your credit file.

For More Information: If you have questions about this incident, please contact : from 9 am to 11 pm EST Monday through Friday, or from 11 am to 8 pm EST Saturday and Sunday, excluding major U.S. holidays. Please be prepared to provide engagement number

Sincerely,

Omni Agent Solutions, Inc.

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STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Experian's Monitoring Services

To help protect your identity, we are offering complimentary access to Experian IdentityWorks[SM] for .

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 Identity Restoration is available to you for 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.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at Be prepared to provide engagement number as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 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.[1]
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE[TM]:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **$1 Million Identity Theft Insurance[2]:** Provides coverage for certain costs and unauthorized electronic fund transfers.

[1] Offline members will be eligible to call for additional reports quarterly after enrolling.

[2] 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.

Monitor Your Accounts

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 one-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

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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 the relevant state attorney general. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; 202-727-3400; and oag.dc.gov.

For Kentucky residents, the Kentucky Attorney General may be contacted at 700 Capital Avenue, Suite 118, Frankfurt, KY 40601, www.ag.ky.gov, 502-696-5300.

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 https://www.marylandattorneygeneral.gov/.

For Massachusetts residents, you have the right to obtain any police report filed in regard to this event. 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 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, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or https://ag.ny.gov.

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 Oregon residents, the Oregon Attorney General may be reached at 1162 Court Street NE, Salem, OR 97301, www.doj.state.or.us, 503-378-6002.

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For South Carolina residents, the South Carolina Department of Consumer Affairs may be reached at 293 Greystone Blvd., Ste. 400, Columbia, SC 29210, www.consumer.sc.gov, 800-922-1594.

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. Fees may be required to be paid to the consumer reporting agencies. There are approximately 8 Rhode Island residents that may be impacted by this event.

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