



Baker&Hostetler LLP

600 Anton Boulevard
Suite 900
Costa Mesa, CA 92626-7221

T 714.754.6600
F 714.754.6611
www.bakerlaw.com

February 16, 2024

VIA EMAIL (DOJ-CPB@DOJ.NH.GOV)

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

Re: Incident Notification

Dear Sir or Madam:

We are writing on behalf of our client, Orbus Visual Communications, LLC (“Orbus”), to notify you of a data security incident that occurred at Orbus.

On November 6, 2023, Orbus became aware of a suspicious phishing campaign associated with an Orbus employee’s email account. Upon learning of this, Orbus promptly took action to secure the account and commenced an investigation. The investigation determined that an unauthorized person accessed the employee’s Orbus email account beginning on October 30, 2023, and ending on November 6, 2023. To determine what information was potentially accessed or acquired during the incident, Orbus reviewed emails and attachments from the email account involved. On January 10, 2024, the investigation determined that an email or attachment in the affected mailbox included the _____ of four New Hampshire residents.

Beginning on February 16, 2024, Orbus will mail notification letters via United States Postal Service First-Class mail to the four New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20. A copy of the notification letter is enclosed. Orbus has established a toll-free, incident response call center to answer questions about the incident from notice letter recipients.

Sincerely,

Kareem A. Salem
Counsel



Return to IDX:
4145 SW Watson Ave.
Suite 400
Beaverton, OR 97005

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip Code>>

February 16, 2024

Dear <<First Name>>,

Orbus is writing to notify you that we experienced a data security incident that may have involved some of your personal information. This notice explains the incident, what we are doing, and steps you may want to take in response.

What Happened? We became aware of suspicious phishing campaign associated with an Orbus employee's email account. Upon learning of this, we promptly took action to secure the account and commenced an investigation. The investigation determined that an unauthorized person accessed the employee's Orbus email account beginning on October 30, 2023, and ending on November 6, 2023.

What Information Was Involved? To determine what information was potentially accessed or acquired during the incident, we reviewed emails and attachments from the email account involved. On January 10, 2024, our investigation determined that an email or attachment in the affected mailbox included some of your personal information, including your <<Variable (Data Elements)>> <<Variable (Last 4 Digits)>>.

What We Are Doing. We take the confidentiality, privacy, and security of information in our care seriously. To help ensure a similar incident does not happen again, we are taking steps to implement additional safeguards and review policies and procedures relating to data privacy and security.

What You Can Do. We recommend that you remain vigilant to the possibility of fraud by reviewing your financial account and payment card statements. For more information on additional steps, you can take to protect your information, please see the pages that follow this letter.

For More Information. We regret that this occurred and apologize for any inconvenience this incident may have caused. If you have any questions, please call 1-800-939-4170, Monday through Friday, 8:00 a.m. to 8:00 p.m., Central Time (Except for major U.S. holidays).

Sincerely,

Kanch Kumar
V.P. of Information Technology

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.identitytheft.gov

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. 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 one year. 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.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Orbus Visual Communications is located at 9033 Murphy Rd, Woodridge, IL 60517.

Additional information for residents of the following states:

Connecticut: You may contact and obtain information from your state attorney general at: *Connecticut Attorney General's Office*, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.marylandattorneygeneral.gov.

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 1-518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>.

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov.