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RECEIVED

MAY 19 2023

CONSUMER PROTECTION

May 12, 2023

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

Re: Notice of Data Breach

To Whom It May Concern:

Our office represents Renewal by Andersen LLC ("Renewal"), and we are writing to provide you with notice of an event that may affect the personal information of six (6) New Hampshire residents. By providing this notice, Renewal does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction. Renewal's investigation is ongoing, and this notice will be supplemented with any material facts learned subsequent to its submission.

Background

On January 19, 2023, Renewal was notified of a suspected data security event involving one of its systems. Upon notification, Renewal, with the assistance of third-party cybersecurity forensics experts, launched an investigation into the nature and scope of the event, including remediating any issues with the impacted system. The investigation determined that one of its systems was unsecured between January 2018 and January 19, 2023, and that there was unauthorized access to that system earlier in January 2023. Because Renewal is unable to rule out unauthorized access to, or taking of, personal information stored within the system, Renewal is taking steps to provide notice of this event to certain individuals whose information was stored within the system at the time of the event. On April 17, 2023, Renewal completed its review of the system. Potentially impacted personal information includes

To date, there has been no indication of any misuse of the potentially impacted personal information.

A Pennsylvania Limited Liability Partnership

California Colorado Delaware District of Columbia Florida Georgia Illinois Minnesota
Nevada New Jersey New York North Carolina Pennsylvania South Carolina Texas Washington



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Notice to Residents

Out of an abundance of caution, Renewal mailed written notice of this event to potentially impacted individuals on May 12, 2023, in substantially the same form as the letter attached as *Exhibit A*.

Steps Taken

Renewal is offering potentially impacted individuals with twenty-four (24) months of complimentary credit monitoring and identity restoration services, as well as additional information on how to protect against identity theft and fraud. In order to better protect against a similar event from occurring in the future, Renewal is reviewing its security policies and procedures, updating its security configurations, and is conducting preventative scans. In addition to providing this notice to your office, Renewal has provided notice of this event to other state regulators and the consumer reporting agencies as required.

Contact

Should you have any questions regarding this notification of other aspects of this event, please contact me at

Very truly yours,

Matthew J. Avellino
For Fox Rothschild LLP

Exhibit A

(Please see attached.)

Return to IDX
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-888-567-0811
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

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

May 12, 2023

Re: Notice of <<Data Security Event / Data Breach>>

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

Renewal by Andersen LLC ("Renewal") is writing to notify you of a recent event that may impact the privacy of some of your personal information. While we are unaware of any attempted or actual misuse of your personal information, we are providing you with information about the event, our response, and steps you may take to protect against any misuse of your personal information, should you choose to do so.

What Happened? On January 19, 2023, Renewal was notified of a suspected data security event involving one of its systems. Upon notification, Renewal, with the assistance of third-party cybersecurity forensics experts, launched an investigation into the nature and scope of the event, including remediating any issues with the impacted system. The investigation determined that one of its systems was unsecured between January 2018 and January 19, 2023, and that there was unauthorized access to that system earlier in January 2023. Because we are unable to rule out unauthorized access to, or taking of, personal information stored within the system, Renewal is taking steps to provide notice of this event to certain individuals whose information was stored within the system at the time of the event. On April 17, 2023, we determined your personal information may have been impacted by this event. To date, there has been no indication of any misuse of the potentially impacted personal information and we are notifying you out of an abundance of caution.

What Information was Involved? Our investigation determined that some of the following types of your personal information were present in the system at the time of the event described above:

What We Are Doing. Protecting personal information in our care is one of our top priorities. We have security measures in place to protect the security of information in our care, including security policies and procedures, updated security configurations, advanced controls, and preventative scans. Upon learning of this event, we promptly initiated remediation efforts to review and confirm the security of our system. We are now in the process of notifying state regulators of this event, as necessary.

Although we are unaware of any attempted or actual misuse of your personal information as a result of the event, Renewal is offering you access to twenty-four (24) months of complimentary credit monitoring services through IDX.

What You Can Do. Please review the enclosed "Steps You Can Take to Help Protect Your Personal Information," which provides information on what you can do to better safeguard against possible misuse of your personal information.

For More Information. If you have additional questions or concerns that are not addressed in this notice, please call our toll-free dedicated assistance line at 1-888-567-0811. This toll-free line is available Monday through Friday, 9 am to 9 pm Eastern Time.

Renewal by Andersen LLC
9900 Jamaica Ave S, Cottage Grove, MN 55016

We sincerely regret any inconvenience this event may cause you. We remain committed to ensuring the security of information in our care.

Sincerely,

Renewal Privacy Team

Steps You Can Take to Help Protect Your Personal Information

Enroll in Credit Monitoring:

To enroll in twenty-four (24) months of complimentary credit monitoring services through IDX, please call, toll-free, 1-888-567-0811 or visit <https://app.idx.us/account-creation/protect>. IDX representatives are available Monday through Friday from 9 am–9 pm Eastern Time. Please note the deadline to enroll is August 12, 2023.

Monitor your accounts: 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 or errors.

Check credit reports: Under United States law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report at:

Equifax®

P.O. Box 740241
Atlanta, GA 30374-0241
1-800-685-1111
www.equifax.com

Experian

P.O. Box 9701
Allen, TX 75013-9701
1-888-397-3742
www.experian.com

TransUnion®

P.O. Box 1000
Chester, PA 19016-1000
1-800-888-4213
www.transunion.com

Place a security freeze: You may place a security freeze on your credit reports, free of charge. 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. You will need to place a security freeze separately with each of the three major credit bureaus if you wish to place a freeze on all of your credit files. In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. To find out more on how to place a security freeze, contact the credit reporting agencies at:

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111
www.equifax.com/personal/credit-report-services

Experian

P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016-2000
1-888-909-8872
www.transunion.com/credit-freeze

Place a fraud alert: At no charge, you can also have the three major credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact the credit reporting agencies.

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-888-766-0008
www.equifax.com/personal/credit-report-services

Experian

P.O. Box 9554
Allen, TX 75013-9554
1-888-397-3742
www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016-2000
1-800-680-7289
www.transunion.com/fraud-victim-resource/place-fraud-alert

Review additional resources: You can further educate yourself regarding identity theft, security freezes, fraud alerts, and the steps you can take to protect yourself against identity theft and fraud by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission encourages those who discover that their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be promptly reported to law enforcement, the Federal Trade Commission, and your state Attorney General. You have the right to file a police report if you ever experience identity theft or fraud. This notification was not delayed by law enforcement.

For California residents, the California Office of Privacy Protection (www.oag.ca.gov/privacy) may be contacted for additional information on protection against identity theft. The California Attorney General can be contacted at 1300 I Street, Sacramento, CA 95814, www.oag.ca.gov, 800-952-5225.

For North Carolina residents, the North Carolina Attorney General can be contacted at Mail Service Center 9001, Raleigh, NC 27699, www.ncdoj.gov, 877-566-7226.

For New York residents, the New York Attorney General may be contacted at the Capital, Albany, NY 12224, www.ag.ny.gov, 800-771-7755.

For Rhode Island residents, the Rhode Island Attorney General can be contacted at 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, 401-274-4400. A total of 276 Rhode Island residents may have been impacted by this event. You have the right to file or obtain a police report regarding this event.

For New Mexico residents, you have the right to obtain a police report regarding 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. You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You 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. You can review your 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 to Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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