



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

RECEIVED

NOV 09 2021

CONSUMER PROTECTION

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426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

November 4, 2021

VIA U.S. MAIL

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

Re: Notice of Data Event

Dear Sir or Madam:

We represent Roppe Holding Company ("Roppe") located at 1602 N. Union Street, Fostoria Ohio 44830, and are writing to notify your office of an incident that may affect the security of certain personal information relating to one (1) New Hampshire resident. This notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Roppe does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

On or around December 11, 2020, Roppe discovered unusual activity on certain of its computer systems. Roppe quickly disconnected these systems from the network and commenced an investigation that included working with third-party forensic specialists to determine the nature and scope of the event. This investigation determined that certain of Roppe systems were subject to access by an unknown actor sometime between December 10, 2020 and December 11, 2020. Given that certain systems were accessed without authorization, Roppe, working with third-party data review specialists, initiated a comprehensive review of the impacted systems in order to identify the information that was potentially accessed and to whom it related. That initial third-party review, which involved a complex and large data set, was completed on August 26, 2021 at which time Roppe identified the individuals whose information was present in the impacted systems. Roppe then continued to work internally reviewing the results and reconciling the information with its internal records in furtherance of providing notification to relevant individuals as expeditiously as possible. That internal review was completed on September 8, 2021, after which Roppe began providing notification to potentially impacted individuals beginning on October 8, 2021.

The information that could have been subject to unauthorized access includes name and Social Security number.

Notice to New Hampshire Resident

On or about November 4, 2021, Roppe began providing written notice to additional individuals, which includes one (1) New Hampshire resident. Written notice is being provided in substantially the same form as the letter attached hereto as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Roppe moved quickly to investigate and respond to the incident, assess the security of Roppe systems, and identify potentially affected individuals for purposes of providing notification. Roppe also notified law enforcement regarding the event upon its discovery. Moreover, Roppe is also working to review and enhance its existing policies and procedures and to implement additional safeguards and training to its employees. Roppe is also providing access to credit monitoring services for twelve (12) months through Kroll to individuals whose personal information was potentially affected by this incident, at no cost to these individuals. Further, Roppe is notifying other regulatory authorities, as required.

Additionally, Roppe is providing impacted individuals with guidance to help better protect against identity theft and fraud, including providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4005.

Very truly yours,



Julie Siebert-Johnson of
MULLEN COUGHLIN LLC

JSJ/mep
Enclosure

NH DEPT OF JUSTICE
NOV 9 2021 AM 11:18

EXHIBIT A



<<Date>> (Format: Month Day, Year)

<<first_name>> <<last_name>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

<<b2b_text_1(SubjectLine)>>

Dear <<first_name>> <<last_name>>:

Roppe Holding Company ("Roppe") is writing to inform you of an incident that may affect some of your personal information. While we have no evidence of actual or attempted misuse of your information, we take this event very seriously. This notice provides information about the incident, Roppe's response, and resources available to you to help protect your information, should you feel it appropriate to do so.

What Happened? On or around December 11, 2020, Roppe discovered unusual activity on certain of our computer systems. Roppe quickly disconnected these systems from the network and commenced an investigation that included working with third-party forensic specialists. This investigation determined that certain of Roppe systems were subject to access by an unknown actor sometime between December 10, 2020 and December 11, 2020. Given that certain systems were accessed without authorization, Roppe, working with third-party data review specialists, initiated a comprehensive review of the impacted systems in order to identify the information that was potentially accessed and to whom it related. That initial third-party review, which involved a complex and large data set, was completed on August 26, 2021 at which time Roppe identified the individuals whose information was present in the impacted systems. Roppe then continued to work internally reviewing the results and reconciling the information with its internal records in furtherance of providing notification to relevant individuals as expeditiously as possible. That internal review was completed on September 8, 2021, after which Roppe began providing notification to potentially impacted individuals beginning on October 8, 2021.

What Information Was Involved? Our investigation determined that the information potentially accessed includes your <<b2b_text_2(DataElements)>>.

What We Are Doing. Roppe takes this incident, and the security of personal information in our care, very seriously. Upon learning of this incident, Roppe commenced an investigation to determine the full nature and scope of the event and confirm whether and what information may be affected. Roppe also notified law enforcement. In addition, Roppe is reviewing and enhancing its existing policies and procedures and taking steps to enhance its security posture going forward. Roppe is also notifying state regulatory authorities as required.

Additionally, as an added precaution, Roppe is offering access to complimentary identity monitoring services for twelve (12) months through Kroll. These services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. If you wish to activate the identity monitoring services, you may follow the instructions included in the *Steps You Can Take to Help Protect Personal Information*. We encourage you to activate the offered services, as we are unable to do so on your behalf.

What You Can Do. 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 over the next twelve (12) to twenty-four (24) months. You may also review the information contained in the attached *Steps You Can Take to Help Protect Personal Information*. There you will also find more information on the complimentary identity monitoring services we are making available to you. As noted above, while Roppe will cover the cost of these services, should you wish to activate, you will need to complete the activation process as we are unable to do so on your behalf.

For More Information. We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our call center at 1-855-732-0777, 9:00 am to 6:30 pm Eastern Time, Monday through Friday except United States holidays. You may also write to Roppe at 1602 N. Union St., Fostoria, OH 44830.

Sincerely,

Roppe Holding Company

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Activate Identity Monitoring

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(EnrollmentDeadline)>> to activate your identity monitoring services.

Membership Number: <<Member ID>>

Take Advantage of Your Identity Monitoring Services

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator can dig deep to uncover the scope of the identity theft, and then work to resolve it.

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 your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your 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 1-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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one 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 your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide 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 you are a victim of identity theft.

Should you wish to place a credit freeze, 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
888-298-0045	1-888-397-3742	833-395-6938
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

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may 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 also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

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 www.oag.state.md.us. Roppe is located at 1602 N. Union St., Fostoria, OH 44830.

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 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, you have the right to obtain any police report filed in regard to this incident. There is one (1) Rhode Island resident impacted by this incident.