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NH DEPT OF JUSTICE
JUL 07 23 PM 12:02

July 7, 2023

VIA OVERNIGHT MAIL

Consumer Protection & Antitrust Bureau
Office of the Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, New Hampshire 03301

Re: Data Incident Notification¹

Dear Sir or Madam:

We are writing to notify your office that on January 23, 2023, our client, Sutherland Packaging, Inc. ("Sutherland") discovered that it had been the victim of a cyberattack (the "Incident"). Sutherland undertook the time- and resource-intensive steps of data mining and manually reviewing the contents of the affected accounts to determine whether they contained personally identifiable information ("PII") and to identify the data subjects to whom that PII related. Sutherland ultimately determined that certain personally identifiable information contained in its systems may have been subject to unauthorized access on or around December 16, 2022, through January 23, 2023.

The investigation identified two (2) New Hampshire residents that may have been affected by the Incident. The potentially disclosed information may include some or all the following: [REDACTED]. In accordance with applicable law, Sutherland will provide notice to the affected New Hampshire residents beginning on or about June 30, 2023, in the form enclosed as Exhibit A.

Sutherland will continue to monitor this situation and will update you on any significant developments. If you require any additional information on this matter, please contact me.

Sincerely,

JACKSON LEWIS, P.C.

Mary T. Costigan

MTC/MP
Enc.

¹ Please note that Sutherland Packaging, Inc. does not, by providing this letter, agree to the jurisdiction of the State of New Hampshire, nor waive its right to challenge jurisdiction in any subsequent actions.

EXHIBIT A



<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

June 23, 2023

Dear <<Name 1>>:

Notice of Breach.

At Sutherland Packaging, Inc. ("Sutherland") we value and respect the privacy of your information, which is why we are writing to inform you we recently learned that some of your personal information may have been subject to unauthorized access as the result of a cyberattack (the "Incident"). While we are not aware of any misuse of your information, we are providing this notice to inform you of the Incident and to call your attention to steps you may take to better protect against the possibility of identity theft and fraud, should you feel it is necessary to do so.

What Happened?

On January 23, 2023, Sutherland discovered that it had been the victim of a cyber incident. We promptly began an investigation and determined that certain personally identifiable information contained in our systems may have been subject to unauthorized access on or around December 16, 2022, through January 23, 2023.

What Information Was Involved?

This information may include some or all the following:

What We Are Doing.

Sutherland takes this Incident and the security of your personal information very seriously. Upon learning of this Incident, we launched an in-depth investigation to determine the scope of the Incident and identify those potentially affected. This included engaging third-party experts to determine what information may have been at risk.

We are committed to maintaining the security and privacy of personal information. We want you to be assured that we are taking steps to minimize the chances of a similar occurrence happening again.

What You Can Do.

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM 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 _____. 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 _____
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.*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files 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™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

For More Information.

Sutherland apologizes for the inconvenience this may cause. 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 dedicated assistance line at 844-580-2996, Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time.

Regards,

Sutherland Packaging, Inc.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** 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.

Additional Actions to Help Reduce Chances of Identity Theft

We recommend that you consider taking one or more of the following steps to avoid identity theft, obtain additional information, and protect your personal information:

1. Place a 90-day fraud alert on your credit file

An initial 90-day security alert indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the credit cannot verify that you have authorized this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

Experian: 1-888-397-3742; www.experian.com

TransUnion: 1-800-680-7289; www.transunion.com

Equifax: 1-800-525-6285; www.equifax.com

2. Place a security freeze on your credit

If you are concerned about becoming a victim of security fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report, which will prevent them from extending credit. With a security freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also accessed through each of the credit reporting companies and there is no charge.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below or, if available, comply with the consumer reporting agencies' online security freeze request procedures:

Equifax Security Freeze 1-888-298-0045 www.equifax.com	Experian Security Freeze 1-888-397-3742 www.experian.com	Trans Union Security Freeze 1-888-909-8872 www.transunion.com
P.O. Box 105788 Atlanta, GA 30348	P.O. Box 9554 Allen, TX 75013	P.O. Box 160 Woodlyn, PA 19094

In order to request a security freeze, you may 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.); and
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.

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 or, if available, comply with the consumer reporting agencies' online procedures for lifting a security freeze, 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 or, if available, comply with the consumer reporting agencies' online procedures for removing a security freeze, 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.

3. Order your free annual credit reports

You can visit www.annualcreditreport.com or call to obtain a copy of your credit reports. Once you receive your credit reports, review them for discrepancies, identify any accounts you did not open, or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice any incorrect information, contact the credit reporting company.

Equifax P.O. Box 740256 Atlanta, GA 30374 (866) 510-4211 psol@equifax.com www.equifax.com	Experian P.O. Box 2390 Allen, TX 75013 (866) 751-1323 databreachinfo@experian.com www.experian.com/	TransUnion P.O. Box 1000 Chester, PA 19022 (800) 888-4213 https://tudatabreach.tnwreports.com/ www.transunion.com
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4. Use Tools from Credit Providers

Carefully review your credit reports and bank, credit card, and other account statements. Be proactive and create alerts on your credit cards and bank accounts for notice of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

5. Report suspected identity fraud

You can report suspected incidents of identity theft to local law enforcement, your state Attorney General, or the Federal Trade Commission.

6. Promptly change your username or password and security question or answer, or to take other steps appropriate to protect any online accounts using the same login information.

7. To obtain additional information from the Federal trade Commission (FTC) about identity theft and ways to protect yourself.

www.ftc.gov/idtheft
Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue
NW Washington, DC 20580
877-436-4338, TTY 866-653-4261

New York Residents: New York State Police, 1220 Washington Avenue, Building 22, Albany, NY 122262252 or <https://www.troopers.ny.gov/> and the Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Suite 640, Albany, NY 12231, Phone: (800) 697-1220 and <https://www.dos.ny.gov/consumerprotection/>.

North Carolina Residents: Office of the Attorney General, 0001 Mail Service Center, Raleigh, NC 276999001, (919) 716-6400, and www.ncdoj.gov/Home/ContactNCDOJ.aspx.