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November 18, 2021

VIA EMAIL (doj-cpb@doj.nh.gov)

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

Dear Attorney General Formella:

Pursuant to N.H. Rev. Stat. § 359-C20, we write on behalf of our client, ACE Surgical Supply Co., Inc. (“ACE” or the “Company”), to provide you with a further update to our data security incident notification, dated July 28, 2021, and our update letter dated October 12, 2021.

IDENTIFICATION OF PARTIES

The entity that experienced the incident is ACE, a dental surgical supply company that manufactures dental products and is located at 1034 Pearl St., Brockton, MA 02301.

NATURE OF THE DATA SECURITY INCIDENT

On July 28 and October 12, 2021, ACE notified the New Hampshire Attorney General that it had discovered that certain company files were accessed without authorization in a ransomware cyberattack. Beginning on or about July 26, 2021, ACE began notifying and offering credit monitoring to affected individuals on a rolling basis as they were identified, with the last notification being sent on or about November 17, 2021. As ACE’s investigation continued through in or about October 2021, ACE has identified approximately one hundred thirty-five (135) affected New Hampshire residents who have been provided notifications and offered credit monitoring. The affected information of New Hampshire residents included:

- names, contact information, Social Security Numbers, dates of birth, bank account numbers, bank routing numbers, dates of employment, salary information, benefits

election, insurance policy and dependent information, other related information maintained for human resources purposes, DEA and physician state license numbers,¹ and/or customer credit card information, specifically individual and/or business names, credit card numbers, card verification value (CVV) numbers, and expiration dates.

While ACE knows files were compromised, as of this time, we do not have any evidence that the information in those files has been made public or that any identify theft fraud has been committed to date.

NUMBER OF INDIVIDUALS AFFECTED

Total NH Residents: approximately one hundred thirty-five (135)

Notice has not been delayed due to a law enforcement investigation. We have previously provided sample copies of the notifications, which were individualized for the notified individuals based on their affected information using the above descriptions of the information.

STEPS ACE HAS TAKEN OR PLANS TO TAKE RELATING TO THE INCIDENT

ACE has taken numerous steps necessary to address the incident. Upon discovery of the breach, ACE's cybersecurity team immediately took a series of actions, including a forensic investigation to confirm that no other company systems were impacted and to better understand the nature of the event, as well as hiring an outside forensic firm.

ACE will continue to implement security measures and team member education to protect against such attacks in the future.

CREDIT MONITORING

ACE is offering 24 months of identity theft and credit monitoring services to the affected New Hampshire residents free of charge. A description of the services is available here: <https://www.experianidworks.com>.

CONTACT INFORMATION

The Office of the Attorney General may contact me at 212-225-2912 or rmukhi@cgsh.com should you have any questions or need further information.

Respectfully submitted,



Rahul Mukhi

¹ Although it did not appear that DEA and physician state license numbers fell within the definition of personal identifying information requiring notification, ACE notified relevant New Hampshire residents and offered them credit monitoring in an abundance of caution.