

December 7, 2018

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CONSUMER PROTECTION

Attorney General Gordon MacDonald  
New Hampshire Department of Justice  
33 Capitol Street  
Concord, New Hampshire 03301

Dear Attorney General MacDonald:

Our client, Adopt A Highway Maintenance Corporation (“AHMC”), submits this notice to inform you of a situation that may have permitted a breach of the security of consumer data involving Adopt A Highway Maintenance Corporation (“AHMC”), as required by N.H. Rev. Stat. § 359-C:20.

On or about October 25, 2018, AHMC determined a small number of credit card charges were achieved as a result of an external unauthorized access. AHMC reimbursed the affected accounts or otherwise stopped the fraudulent charges from being effectuated, and immediately notified the affected accounts of the security breach. AHMC also conducted a detailed review of all the potentially affected accounts, and completed the review on November 7, 2018.

AHMC provided notice to all customers, including twelve (12) New Hampshire residents, who have provided any financial information to AHMC on December 6, 2017.

The information that may have been accessed as a result of the data incident includes: e-mail address; first and last name; company name; address; phone number; checking account number; bank routing information; and/or credit card number, verification/security number (CVV), and expiration date.

To prevent this issue from recurring in the future, AHMC has taken several steps to further secure its e-mail system and safeguard customer information. AHMC examined and removed all potentially affected e-mail accounts, and issued new network/e-mail passwords for those accounts. AHMC is also implementing multi-factor authentication as well as IP address filtering and restriction by location. In addition, we notified local and federal authorities about the incident.

AHMC has provided consumers with information on remediation services and proactive steps to take to protect their identity, including how to create fraud alerts, monitor their credit, and obtain security freezes. In addition, AHMC has provided its contact information should consumers have any questions.

Attorney General Gordon MacDonald  
December 7, 2018  
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AHMC is committed to protecting our sponsors' personal information. If you have any additional questions about this response, please do not hesitate to contact me at my contact information above.

Sincerely,

RUTAN & TUCKER, LLP

A handwritten signature in black ink that reads "Danielle Serbin". The signature is written in a cursive, flowing style.

Danielle Serbin

DS  
Enclosure



**Adopt A Highway**<sup>®</sup>  
maintenance corporation

December 6, 2018

## NOTICE OF DATA BREACH

Dear [Name]:

As a valued client and sponsor, we are writing to provide you with information about a data incident involving Adopt a Highway Maintenance Corporation (“AHMC”). You are receiving this letter because you submitted your and/or your company’s financial information to AHMC.

### **What Happened?**

On or about October 25, 2018 AHMC determined a small number of credit card charges were achieved as a result of an external unauthorized access. AHMC reimbursed the affected accounts or otherwise stopped the fraudulent charges from being effectuated, and immediately notified the affected accounts of the security breach. AHMC also conducted a detailed review of all the potentially affected accounts, and completed the review on November 7, 2018.

If you are receiving this letter, we are not aware of any fraudulent charges, or attempted fraudulent charges, affecting your account as a result of the data incident, nor do we have reason to believe your information was compromised.

However, because of our detailed review, we want to provide all customers who have provided any financial information to AHMC with this notice out of an abundance of caution in light of the possibility that information may have been accessed.

### **What Information Was Involved?**

The information that may have been accessed as a result of the data incident includes: e-mail address; first and last name; company name; address; phone number; checking account number; bank routing information; and/or credit card number, verification/security number (CVV), and expiration date.

**What We Are Doing.**

We have taken several steps to further secure our e-mail system and safeguard customer information. We examined and removed all potentially affected e-mail accounts, and issued new network/e-mail passwords for those accounts.

We are also implementing multi-factor authentication as well as IP address filtering and restriction by location. In addition, we notified local and federal authorities about the incident.

As always, AHMC will continue to conduct exhaustive reviews of our internal policies and procedures to ensure all security measures are taken to avoid such an incident from occurring again.

**What You Can Do.**

We encourage you to remain vigilant to possible fraud by reviewing your credit card statements for any unauthorized charges. You should immediately report any unauthorized charges to your credit card issuer because credit card network rules generally provide that cardholders are not responsible for unauthorized charges reported in a timely manner. The phone number to call is usually on the back of your credit card.

**For More Information.**

Protecting your information is incredibly important to us, as is addressing this incident with the information and assistance you may need. If you have any questions or concerns, please call 800-358-0231, or write us at 3158 Red Hill Avenue Suite 200, Costa Mesa CA 92807 or [info@adoptahighway.com](mailto:info@adoptahighway.com).

Very truly yours,



Patricia Nelson, President  
Adopt A Highway Maintenance Corporation

## Recommended Steps to Help Protect Your Information

It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

You can obtain information from the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft. The FTC can be reached at:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Ave, NW, Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**Fraud Alerts:** You can place fraud alerts with the three major credit bureaus by phone and also via their websites:

<b>Equifax</b> 1-888-298-0045 <a href="http://www.equifax.com">www.equifax.com</a> P.O. Box 105788 Atlanta, GA 30348	<b>TransUnion</b> 1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 2000 Chester, PA 19016	<b>Experian</b> 1-888-EXPERIAN <a href="http://www.experian.com">www.experian.com</a> P.O. Box 9554 Allen, TX 75013
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A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but note that it also may delay you if you seek to obtain new credit. The contact information for all three credit bureaus is below.

**Credit Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also may want to consider placing a security freeze on your credit files free of cost. A freeze prevents an authorized person from using your personal identifying information to open new accounts or borrow money in your name. You will need to contact the three U.S. credit reporting agencies to place the security freeze.

Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. To obtain a security freeze, contact the following agencies:

- Equifax: 1-888-298-0045; web: [www.freeze.equifax.com](http://www.freeze.equifax.com)
- TransUnion: 1-800-680-7289; web: [www.transunion.com](http://www.transunion.com) (search for security freeze)
- Experian: 1-888-EXPERIAN; [www.experian.com/freeze.com](http://www.experian.com/freeze.com)