

CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

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RECEIVED

JUN 30 2021

CONSUMER PROTECTION

June 29, 2021

Via Mail

New Hampshire Department of Justice
Office of the Attorney General
33 Capital Street
Concord, NH 03301

RE: Security Incident Notification

To Whom It May Concern:

We serve as counsel for AG|CM, Inc. ("AG|CM") located at 1101 Ocean Drive, P.O. Box 2682, Corpus Christi, TX 78403, and provide this notification to you of a recent data security incident. By providing this notice, AG|CM does not waive any rights or defenses under New Hampshire law, including the data breach notification statute.

On April 15, 2021, AG|CM discovered unusual activity in an employee's email account and immediately began an investigation, which included working with third-party specialists to determine the nature and scope of the activity. The investigation determined there was unauthorized access to certain employee email accounts between January 26, 2021 and April 15, 2021. The investigation was unable to confirm if specific information within the email accounts was accessed; therefore, in an abundance of caution, AG|CM worked with a third-party data review vendor to conduct a review of the contents of the accounts to determine the type of information contained therein. The vendor completed the review on May 23, 2021, at which time AG|CM began reviewing its files to confirm contact information to notify potentially impacted individuals. The type of information identified in the accounts included the name and Social Security number of one New Hampshire resident.

AG|CM is providing notice of this incident to potentially impacted individuals, including the New Hampshire resident, via letter mailed on June 28, 2021. The notice letter includes an offer of complimentary credit monitoring and identity theft protection services through Kroll for 12 months. A copy of the notice letter is attached hereto as *Exhibit A*. Additionally, in response to this incident, AG|CM changed email account passwords and is reviewing its policies and procedures related to data security.

Please contact me should you have any questions.

Very truly yours,

CIPRIANI & WERNER, P.C.

By:



Michael J. Bonner, Esq.



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

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

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

AG|CM, Inc. writes to notify you of a recent incident that may impact the privacy of certain information provided to us. We take this incident very seriously and are providing you information about the incident, our response, and steps you can take to protect your information.

On April 15, 2021, we discovered unusual activity in an employee's email account. We immediately began an investigation, which included working with third-party specialists to determine the nature and scope of the activity. The investigation determined there was unauthorized access to certain employee email accounts between January 26, 2021 and April 15, 2021. Our investigation was unable to confirm if specific information within the email accounts was accessed; therefore, in an abundance of caution, we conducted a review of the contents of the accounts to determine the type of information contained therein. On May 23, 2021, we completed our review and began reviewing our files to confirm contact information to notify potentially impacted individuals.

The type of information in the accounts included your: <<b2b_text_1(ImpactedData)>>.

In response to this incident, we changed email account passwords and are reviewing our policies and procedures related to data protection. Additionally, although we have no evidence of actual or attempted misuse of your information as a result of this incident, we are providing you access to 12 months of identity monitoring services through Kroll at no cost to you. Instructions about how to activate these services and additional resources available to you are included in the enclosed *"Steps You Can Take to Help Protect Your Information"*.

We understand you may have questions about this incident. You may contact our dedicated assistance line at 1-855-731-3339, Monday through Friday from 8:00 am to 5:30 pm Central Time (excluding major U.S. holidays), or write to us at 1101 Ocean Dr., Corpus Christi, TX, 78403.

We sincerely regret any concern this incident may cause you. The privacy and security of information is important to us, and we will continue to take steps to protect information in our care.

Sincerely,

Joseph M. Ryan
Chief Financial Officer

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Activate Identity Monitoring

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

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

You have until September 29, 2021 to activate your identity monitoring services.

Membership Number: <<Member ID>>

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert, 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 lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you 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 your 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 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 credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver’s license or identification card); 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 fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

TransUnion 1-800-680-7289 www.transunion.com	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069
TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261.

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, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.



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 will be able to help you determine if it is 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 will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.