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VIA OVERNIGHT DELIVERY

July 15, 2021

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

RE: Supplemental Data Incident Notification

Dear Sir or Madam,

I am writing about a previously-reported security incident that potentially affected one hundred seventy-nine additional New Hampshire residents.

Our firm represents Amtech Systems, Inc. ("Amtech Systems"), the parent company of BTU International, Inc. ("BTU"), located in Massachusetts. As you know, BTU experienced a data incident, and we gave you notice on May 13, 2021 pursuant to N.H. Rev. Stat. Ann. § 359-C:20, which we now intend to supplement. By providing this notice, BTU does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire notification security breach statute, or all/any other applicable laws (including those pertaining to personal jurisdiction).

BTU issued a timely notice on May 12, 2021 to individuals in your state and other states, where BTU was able to identify a file with SSNs from an attacker screenshot. However, after pulling down additional files posted by the attackers, BTU had to hire a third-party team of lawyers to review the data and determine the PII involved. That review and analysis took approximately a month to complete. BTU then sent many names out for verification because it had no address for them, or current addresses on file were no longer accurate. BTU then worked with its insurance carrier and other outside parties to order credit monitoring and process this round of notices.

BTU sent written notification to the additional affected employees and beneficiaries during the week of July 13, 2021 via United States mail. The notice contains a description of what happened and the PII that could have potentially been accessed. For your reference, we have attached a sample notification to individuals as Exhibit A.

BTU is offering new individuals two years of free Experian credit monitoring service and a toll-free number to call with any questions. Additionally, BTU required a forced password reset for all endpoints and users, strengthened certain network restrictions and privileges, and deployed Next Gen AV and Managed Detection & Response.

If you have any questions regarding this matter, please do not hesitate to contact me at kathryn.allen@faegredrinker.com or 612-766-7116.

Sincerely,

Kathryn R. Allen



Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

BTU International, Inc.
23 Esquire Road
North Billerica
MA 01862, USA

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

<<Date>>

Re: Notice of Data Breach

Dear <<Name 1>>:

BTU International, Inc. (“BTU”) is writing to notify you of a recent incident that may have resulted in unauthorized access to your personal information maintained by BTU. We maintained your personal information as an employee of BTU, or as a beneficiary of a BTU employee. This letter provides you with information on the steps BTU has taken to further guard against the potential misappropriation of your data and steps you can take to remain vigilant in monitoring your data.

What Happened?

On April 12, 2021, BTU detected a data incident in which attackers acquired data and disabled some of the technology systems used by BTU. Upon learning of the incident, we immediately engaged external counsel and retained a team of third-party forensic, incident response, and security professionals to investigate and determine the full scope of this incident. We later hired outside professionals to look up current addresses for potentially affected individuals and help determine the types of personal information involved. For some individuals, this may be your second letter if we received a new address.

What Information was Involved?

We recently completed our review process and identified affected files containing personal information about current or former employees of BTU and some of their beneficiaries. This personal information included first name, last name, postal address, date of birth, Social Security Number, employment position and compensation information. In a much smaller number of cases, this personal information also included other government identifiers like a driver’s license or passport number used for travel, financial information related to 401k plans, or medical information submitted for worker’s compensation or Flexible Spending Account (FSA) reimbursement.

What are We Doing?

We are offering you a two-year membership in a three-bureau credit monitoring service provided by Experian, at no cost to you. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. We take the security of your personal information seriously, and we worked alongside our security professionals to safely bring BTU’s systems online with enhanced security controls.

We also have deployed an advanced next generation anti-virus and endpoint detection and response tool, as well as Managed Detection & Response services. In addition, we have notified law enforcement officials of this incident, but the mailing of this letter was not delayed by them.

Please know that we remain committed to protecting the personal information of our employees and their family members or beneficiaries.

What Can You Do?

If you would like to enroll in credit monitoring services, please follow the instructions in the following section titled *Activating Your Complimentary Credit Monitoring*. We cannot register you for credit monitoring directly. This service is completely free to you and enrolling in this program will not hurt your credit score. In addition, please continue to be vigilant about the security of your online or financial accounts and monitor your credit reports for unauthorized activities. Please report any suspicious activities to appropriate law enforcement.

For More Information

Again, we take the security of your information in our care very seriously, and we regret any concern or inconvenience this incident may cause you. Please review the enclosed attachment called *Preventing Identity Theft and Fraud* for more information on ways to protect against the potential misuse of your information. If you have additional questions, please contact 855-535-1809 Monday through Friday, 9am to 9pm Eastern Time (excluding US holidays).

Sincerely,

BTU International, Inc.

ACTIVATING YOUR COMPLIMENTARY CREDIT MONITORING

We have arranged for you to enroll, at no cost to you, in an online three-bureau credit monitoring service for two years provided by Experian. Privacy laws do not allow us to register you for credit monitoring directly. To enroll in this service, please follow the steps below:

- Ensure that you **Enroll by: <<Deadline>>** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **Activation Code: <<Activation Code>>**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057 by <<Deadline>>. Be prepared to provide engagement number <<Engagement Number>> as proof of eligibility for the identity restoration services by Experian.

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.
- **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.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call 877-288-8057 to register with the activation code above.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

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

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

PREVENTING IDENTITY THEFT AND FRAUD

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Immediately report any suspicious activity to your bank or credit union. If you do find suspicious activity on your credit reports or other statements, call your local police or sheriff's office or state Attorney General and file a report of identity theft. You have a right to a copy of the police report, and you may need to give copies of the police report to creditors to clear up your records and also to access some services that are free to identity theft victims.

Under the U.S. Fair Credit Reporting Act and other laws, you have certain rights that can help you protect yourself from identity theft. Many of these are explained in this document and at www.identitytheft.gov/Know-Your-Rights. For example, you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can have these credit bureaus place a short-term or an extended "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

General contact information for each agency:

Equifax P.O. Box 105069 Atlanta, GA 30348-5069 1-888-298-0045 www.equifax.com	Experian P.O. Box 9554 Allen, TX 75013 888-397-3742 www.experian.com	TransUnion P.O. Box 2000 Chester, PA 19016-2000 800-888-4213 www.transunion.com
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To add a fraud alert:

Equifax	(888) 202-4025, Option 6 or	https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/
Experian	(714) 830-7000, Option 2 or	https://www.experian.com/fraud/center.html
TransUnion	(800) 916-8800, Option 0 or	https://www.transunion.com/fraud-alerts

You may also place a security freeze on your credit reports, free of charge. A security freeze, also known as a "credit freeze," prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. But unlike a fraud alert, you must separately place a security freeze on your credit file at **each** bureau. You can use the following addresses and contact information to place a security freeze with each major credit bureau:

Equifax Security Freeze. 1-888-298-0045. P.O. Box 1057881, Atlanta, GA 30348-0241.
www.equifax.com/personal/credit-report-services/credit-freeze/;

Experian Security Freeze. 1-888-EXPERIAN or 1-888-397-3742. P.O. Box 9554, Allen, TX 75013.
www.experian.com/freeze/center.html; or

TransUnion. 1-800-680-7289. Fraud Victim Assistance Division, P.O. Box 2000, Chester, PA 19016-2000.
www.transunion.com/credit-freeze

The Federal Trade Commission also provides additional information about credit freezes here:
<https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

In order to request a security freeze, you may need to supply your full name (including middle initial, as well as Jr., Sr., II, III, etc.), date of birth, Social Security number, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement to show proof of your current address. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning your identity theft.

The credit reporting agencies must place a security freeze on your credit report within one (1) business day after receiving a request by phone or secure electronic means, and within (3) business days after receiving your request by mail. The credit bureaus must then send written confirmation to you within five (5) business days of placing the security freeze, along with information about how to remove or lift the security freeze in the future.

You can further educate yourself regarding identity theft, fraud alerts, freezes, and the steps you can take to protect yourself by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission encourages those who discover their information has been misused to file a complaint with them. Instances of known or suspected identity theft should be reported to law enforcement or your state Attorney General as well.

The Federal Trade Commission can be reached at:

Federal Trade Commission
Consumer Resource Center
600 Pennsylvania Avenue NW
Washington, DC 20580
1-877-ID-THEFT (1-877-438-4338)
TTY: 1-866-653-4261

www.identitytheft.gov or www.ftc.gov

OTHER IMPORTANT INFORMATION

You may also file a report with your local police or the police in the community where the identity theft took place. Further, you are entitled to request a copy of your police report filed in this matter.

For California residents:

You can visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

For Iowa residents:

You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Maryland residents:

You may obtain information about avoiding identity theft at: Office of the State of Maryland Attorney General 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.marylandattorneygeneral.gov.

For North Carolina residents:

You may obtain information about avoiding identity theft at: North Carolina Attorney General's Office 9001 Mail Service Center Raleigh, NC 27699-9001 919-716-6400 www.ncdoj.gov.

For Rhode Island residents:

You may obtain information about preventing and avoiding identity theft from Rhode Island's Attorney General Office: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, Phone: (401) 274-4400 <http://www.riag.ri.gov>.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, and Vermont Residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).