

ARNOFF MOVING & STORAGE

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JUN 23 2021

CONSUMER PROTECTION

June 10, 2021

To: Attorney General John Formella
33 Capitol Street
Concord, NH 03301

RE: Notification of Breach of Personal Data

Arnoff Moving & Storage, Inc. is writing to notify the State Attorney General's office of a recent incident involving, or that may involve, some customer information. Although at this time there is no indication that this information has been fraudulently misused in relation to this incident, we are notifying you and will be notifying each of our customers individually.

We have contacted local and federal authorities with respect to this situation.

If there is a need to contact us concerning this incident, please see our contact information below.

Thank you.



Michael Arnoff, President
Arnoff Moving & Storage, Inc.
1282 Dutchess Turnpike
Poughkeepsie, NY 12603

ARNOFF MOVING & STORAGE

June 10, 2021



Dear [REDACTED]

Arnoff Moving & Storage, Inc. (AMS) is writing to notify you of a recent incident involving, or that may involve, some of your information. Although at this time there is no indication that this information has been fraudulently misused in relation to this incident, we are providing additional measures you can take to protect your information, should you feel it appropriate to do so.

What Happened? On June 3, 2021, AMS became aware of suspicious activity relating to its systems and immediately launched an investigation to determine the nature and scope of the activity, AMS determined that an unauthorized person gained access to certain AMS systems on or about June 2, 2021, and claims to have viewed certain files.

Our review of this activity, as well as our review of certain types of information that we have maintained in our system, determined that certain information related to you was, or may have been, impacted by the incident.

What Information Was Involved? The following types of information that AMS maintains in its systems and that were, or may have been, impacted by this incident include your [REDACTED]. To date, AMS has not received any reports of fraudulent misuse of any information potentially impacted.

What We Are Doing. The confidentiality, privacy, and security of your information are among our highest priorities, and we have security measures in place to protect information in our systems. Upon learning of this incident, we immediately took steps to secure our systems and investigate the incident. AMS deployed advanced endpoint monitoring tools to the network and changed passwords in response to the event. We notified the Federal Bureau of Investigations and the Dutchess County Sherriff of this incident, and we are also notifying the State Attorney General's Office.

What We Are Doing to Protect Your Information. To help protect your identity, we are offering a complimentary 12-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information, please follow the steps below:

- Ensure that you enroll by: **September 30, 2021** (your code will not work after this date)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bplus>
- Provide your activation code: [REDACTED]

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 **888-397-3742 by September 30, 2021**. Be prepared to provide **Engagement Number** [REDACTED] as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

You may 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.
- **Internet Surveillance:** Technology searches the web, chat rooms and bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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.
- **Up to \$1 Million Identity Theft Insurance:** Provides coverage for certain costs and unauthorized electronic fund transfers.

The terms and conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

What Can You Do? You can also enroll in the credit monitoring services that AMS is offering to you.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact us at 845-471-1504.

Sincerely,



Michael Arnoff
Arnoff Moving & Storage, Inc.
1282 Dutchess Turnpike
Poughkeepsie, NY 12603

Subject:

RE: NH Attorney General's Office - Notification of Breach of Personal Data

Date:

Wednesday, June 30, 2021 11:27:13 AM

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

[Redacted]

Thank you for speaking with me this past week. Attached are the sample letters provided to; 1. Attorney General offices where our customers receive mail and 2. A sample customer letter as required.

Nineteen customers who have mailing addresses in NH were notified last week.

Please let us know if you require any additional information.

Mike Arnoff, President
Arnoff Moving + Storage + Rigging
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1282 Dutchess Turnpike, Poughkeepsie, NY 12603
[Redacted] toll free 800-633-MOVE
www.arnoff.com



[Redacted]