

# CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

ATTORNEYS AT LAW

RECEIVED

AUG 15 2023

CONSUMER PROTECTION

August 10, 2023

**Via First Class Mail**

Office of Attorney General  
33 Capitol Street  
Concord, New Hampshire 03302

***RE: Data Incident Notification***

To Whom It May Concern:

We serve as counsel for Arpin International Group, Inc. ("AIG"), located at 99 James P. Murphy Highway, West Warwick, Rhode Island 02893, and write to supplement the notice provided to this office on June 6, 2023. By providing this notice, AIG does not waive any rights or defenses under New Hampshire law, including the data breach notification statute.

On or around April 14, 2023, AIG discovered that it was victimized by a sophisticated ransomware attack. Upon discovery, AIG immediately began working with its I.T. team and third-party forensic specialists to investigate the full nature and scope of the incident. AIG also reported this incident to federal law enforcement. While the investigation was still ongoing, it was determined that certain AIG files containing information related to AIG employees may have been subject to unauthorized access as part of the attack. AIG provided notice to potentially impacted employees on June 5, 2023. There were 6 New Hampshire residents present in the initial employee population.

Further investigation revealed a larger data set of AIG files that may have been subject to unauthorized access. As a result, AIG, with the assistance of third-party specialists, undertook a comprehensive and time-intensive process to identify the information that may have been contained within the potentially impacted files, and to whom that information belonged.

The review process revealed additional impacted data used by AIG to provide moving and relocation services for individuals, as well as various corporate clients and government agencies. AIG was in possession of this information in the normal course of business.

The review of data related to certain corporate clients was completed prior to the review and supplementation of the larger data set. In order to expedite notice to individuals associated with these corporate clients, written notice is being provided on a rolling basis as each client population is complete. The first round of notice to individuals associated with these corporate clients was sent on August 2, 2023. There were no additional New Hampshire residents present in this population.

The review process related to the next set of corporate clients was completed on August 2, 2023. At that time, it was determined that information related to 2 additional New Hampshire residents was potentially subject to unauthorized access. The information believed to be at risk includes

On August 8, 2023, AIG provided written notice of this incident to the additional potentially impacted New Hampshire residents pursuant to New Hampshire law. The notice letter included an offer of complimentary credit monitoring and identity protection services for [redacted]. The notice letter sent to individuals is substantially similar to the letter attached hereto as Exhibit A.

The review of the entire data set related to various corporate clients and government agencies remains ongoing. We will supplement this notice should additional New Hampshire residents be discovered in the population.

Please contact me should you have any questions.

Very truly yours,

—  
Meghan Farally, Esq.  
CIPRIANI & WERNER, P.C.

# Exhibit A

Return Address:  
PO Box 1306  
East Greenwich, RI 02818



August 8, 2023

## NOTICE OF DATA BREACH

Dear

Arpin International Group, Inc. ("AIG") provides moving and relocation services for individuals, as well as various corporate clients and government agencies, including <<company name>>. AIG is providing notice of a cyber incident that we experienced that may affect the security of your information as described below. Although we have no indication of identity theft or fraud in relation to this event, we are providing you with information about the incident, our response, and steps you can take to help protect your information, should you feel it appropriate to do so.

**What Happened:** On April 14, 2023, we discovered that we were victimized by a sophisticated ransomware attack. Upon discovery, we immediately began working with our I.T. team and third-party computer specialists to investigate the full nature and scope of the incident. We also reported this incident to federal law enforcement. Through the investigation, it was determined that certain AIG files may have been subject to unauthorized access. As a result, together with third-party specialists, we undertook a time consuming and comprehensive review process in order to identify what information was potentially contained within the impacted files, and to whom that information belonged. This process was completed on August 2, 2023. We are now notifying those individuals whose information was potentially impacted by the incident.

**What Information Was Involved:** The information believed to potentially be at risk includes your

**What We Are Doing:** Upon discovery, we immediately engaged third-party forensic specialists to investigate this matter. Out of an abundance of caution, we have arranged for you to activate, at no cost to you, an online credit and identity monitoring service for provided by IDX, a ZeroFox Company. Due to privacy laws, we cannot activate these services for you directly. Additional information regarding how to activate the complimentary credit monitoring service is enclosed. We have also provided additional information about steps you can take to help protect yourself against fraud and identity theft.

**What You Can Do:** We recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution or company. Additionally, you can enroll to receive the complimentary credit monitoring service we are making available to you. You can also review the enclosed "Steps You Can Take to Help Protect Your Information" for additional resources.

**For More Information:** Should you have additional questions or concerns regarding this matter, please do not hesitate to contact us at . You may also write to us at 99 James P. Murphy Highway, West Warwick, Rhode Island 02893.

We take the privacy and security of the information in our care seriously, and sincerely regret any worry or inconvenience this incident may cause you and your family.

Sincerely,

Peter Arpin  
Vice President

## **STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION**

Out of an abundance of caution, we have arranged for you to activate identity theft protection services through IDX, a ZeroFox Company. The deadline to enroll in these services is . Your unique Enrollment Code is

**1. Website and Enrollment.** Go to and follow the instructions for enrollment using your Enrollment Code above.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

## **ADDITIONAL ACTIONS TO HELP PROTECT YOUR INFORMATION**

### **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](http://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:

<b>TransUnion</b> 1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a>	<b>Experian</b> 1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a>	<b>Equifax</b> 1-888-298-0045 <a href="http://www.equifax.com">www.equifax.com</a>
<b>TransUnion Fraud Alert</b> P.O. Box 2000 Chester, PA 19016-2000	<b>Experian Fraud Alert</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax Fraud Alert</b> P.O. Box 105069 Atlanta, GA 30348-5069
<b>TransUnion Credit Freeze</b> P.O. Box 160 Woodlyn, PA 19094	<b>Experian Credit Freeze</b> P.O. Box 9554 Allen, TX 75013	<b>Equifax Credit Freeze</b> 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](http://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.

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th St. NW Washington, D.C. 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov). Arpin International Group, Inc. may be contacted at 99 James P. Murphy Hwy, West Warwick, RI 02893.

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>. Arpin International Group, Inc. may be contacted at 99 James P. Murphy Hwy, West Warwick, RI 02893.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).