

# CIPRIANI & WERNER

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October 2, 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 and August 10, 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 was provided on a rolling basis as each client population was 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 second round of notice to individuals associated with these corporate clients was sent on August 8, 2023. There were 2 additional New Hampshire residents present in this population.

The third round of notice to individuals associated with these corporate clients was sent on September 1, 2023. There were no additional New Hampshire residents present in this population.

The review of the entire data set related to various corporate clients and government agencies was completed on or around August 10, 2023. However, AIG needed to obtain approvals from impacted government agencies in order to proceed with notifying the remaining potentially impacted individuals. The requisite approvals were received on September 8, 2023.

There are 16 additional New Hampshire residents in this final population of individuals whose information was potentially subject to unauthorized access. The information believed to be at risk includes

On September 18, 2023, AIG began providing written notice of this incident to the additional potentially impacted New Hampshire residents pursuant to New Hampshire law. The notifications were completed on September 29, 2023. The notice letter sent to individuals included an offer of complimentary credit monitoring and identity protection services for . The notice letter sent to individuals is substantially similar to the letter attached hereto as Exhibit A.

Please contact me should you have any questions.

Very truly yours,

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

# Exhibit A



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

<<b2b\_text\_2(NOTICE OF DATA BREACH)>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

Arpin International Group, Inc. ("AIG") provides moving and relocation services for individuals, as well as various corporate clients and government agencies. 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 10, 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 in combination with your <<b2b\_text\_1(data elements)>>.

**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 12 months provided by Kroll. 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:** If you have questions, please call (866) 731-3086, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time, excluding major U.S. holidays. 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**

### **Activate Identity Monitoring Services**

Visit <https://enroll.krollmonitoring.com><sup>1</sup> to activate and take advantage of your identity monitoring services.

*You have until <<b2b\_text\_6 (activation date)>> to activate your identity monitoring services.*

Membership Number: <<Membership Number s\_n>>

### **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.

## **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;

<sup>1</sup>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.

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 Washington, D.C. residents*, the District of Columbia Attorney General may be contacted at 400 6th Street NW, Washington, D.C. 20001, 202-442-9828, and <https://oag.dc.gov/consumer-protection>. 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 Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

*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).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are [#] Rhode Island residents impacted by this incident.