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May 21, 2021

VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, Atrium Windows and Doors, Inc. (“Atrium”), to notify you of a security incident involving six New Hampshire residents.¹

After discovering unusual network activity, Atrium immediately took steps to further secure the network, notified law enforcement, and launched an investigation with a leading forensics firm. Through the investigation, Atrium learned that an unauthorized person had acquired certain information that was stored on its systems in late December 2020. Atrium conducted a comprehensive review of the files involved and, on April 21, 2021, determined that they contained the names and Social Security numbers of six New Hampshire residents.

On May 21, 2021, Atrium will begin mailing notification letters to the New Hampshire residents in substantially the same form as the enclosed letter via U.S. First-Class mail. Atrium is offering the individuals a complimentary one-year membership to credit monitoring and identity theft protection services. Atrium has also established a dedicated, toll-free call center where individuals may obtain more information regarding the incident.

¹ This notice does not waive Atrium’s objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this incident.

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To help prevent this type of incident from occurring in the future, Atrium has implemented enhanced network monitoring tools, and further strengthened its security processes.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Patrick Haggerty". The signature is written in a cursive, flowing style.

Patrick H. Haggerty
Partner

Enclosure



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

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

<<b2b_text_1(SubjectLine)>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

At Atrium Windows and Doors, Inc., we take the privacy and security of the information we hold very seriously, and we value the relationship with our current and former employees. We are writing to inform you that we recently identified and addressed a security incident and have learned that the incident may have involved access to some of your information. This notice explains the incident, outlines the measures we have taken and provides steps you can take in response.

What Happened?

After discovering unusual network activity, we took immediate steps to further secure our network, notify law enforcement and launch an investigation with a leading forensics firm. Through the investigation, we learned that an unauthorized party had acquired certain information that was stored on our systems in late December 2020.

What Information Was Involved?

We conducted a comprehensive review of the files involved and, on April 21, 2021, determined that one or more files may have contained your <<b2b_text_2(DataElements)>>.

What We Are Doing:

Please note, we have no evidence that your information has been misused. However, out of an abundance of caution, we have arranged to provide identity monitoring at no cost to you for one year through Kroll, a leader in risk mitigation and response. Kroll's team has extensive experience helping people detect possible misuse of their information when they face an unintentional exposure of confidential data. The identity monitoring services we are making available to you include Credit Monitoring, Fraud Consultation and Identity Theft Restoration. For more information on identity theft prevention and Kroll Identity Monitoring, including instructions on how to activate your complimentary membership, please visit the below website and see the additional information provided with this letter.

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

You have until **August 27, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

What You Can Do:

In addition to activating the identity monitoring services available through Kroll, please see the information included in the "Additional Steps You Can Take" section of this letter which provides helpful tips and guidance.

For More Information:

We have established a dedicated call center to help answer any questions you may have about this incident. The call center is available at 1-855-935-6089, Monday through Friday, between 9:00 a.m. and 6:30 p.m. Eastern Time, excluding some U.S. holidays.

We deeply regret that this incident occurred and sincerely apologize for any concern or inconvenience this may cause. To prevent incidents like this from occurring in the future, we have implemented enhanced network monitoring tools and further strengthened our security processes.

Sincerely,

Atrium Windows and Doors, Inc.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will 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 STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- **Equifax**, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- **Experian**, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- **TransUnion**, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps you can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge. This makes it more difficult for identity thieves to open new accounts in your name because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze on your credit reports. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions on how to place a security freeze on your credit reports, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information when requesting a freeze. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after receiving your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

If your medical or health insurance information was identified, we recommend that you review statements you receive from your health insurer or healthcare provider. If you see services you did not receive, please contact your insurer or provider immediately.

Atrium Windows and Doors, Inc. is located at 300 Welcome Center Blvd, Lexington, NC 27295 and can be reached at (800) 846-9586.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: This incident involves 6 individuals in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov

A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records and rental history records). Your major rights under the FCRA are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies 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 reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.
- You have a right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.