

January 18, 2023

RECEIVED

Attorney General John M. Formella
Office of Attorney General
33 Capitol Street
Concord, NH 03301

JAN 24 2023

CONSUMER PROTECTION

Re: Notice of a Security Incident

Dear Attorney General Formella,

I am writing to let you know that our client, Automotive Services Network, Inc. ("ASN"), experienced a security incident that may have impacted the personal information of three (3) New Hampshire residents. We are providing notice to your office on behalf of ASN pursuant to N.H. Rev. Stat. § 359-C:19, *et seq.*

On November 30, 2022, ASN learned that an unauthorized party gained access to ASN data. ASN subsequently determined the scope of the unauthorized access included personnel data, and further subsequently learned that some may have been downloaded by the unauthorized third party. Outside experts hired by ASN to investigate the situation determined the information available in the affected database included the names, social security numbers, and employment information (*e.g.*, hire date, salary, withholdings) of some current and former employees of ASN and entities for which ASN provides certain services, including payroll and IT. No customer information was impacted. ASN is not aware of any actual or attempted misuse of personal information stemming from this event.

After discovering this event, ASN took immediate steps to terminate the unauthorized party's access to the network, including the referenced personnel database. ASN has upgraded its endpoint detection and response ("EDR") product and engaged a third party security operations center ("SOC"). ASN is also in the process of moving all personnel records to a more secure, cloud-based storage environment. Experts hired by ASN have confirmed this situation is isolated to this one database. ASN will continue to monitor access to its systems for unauthorized activity.

The individuals in New Hampshire were notified on January 17, 2022, and were offered two (2) years of complimentary credit monitoring and identity protection services. A copy of the individual notice letter is enclosed.

Please do not hesitate to let me know if you have any questions or would like additional information.

Sincerely,

Adam Griffin

Enclosure

Automotive Services Network, Inc.
Return to IDX:
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

To Enroll, Please Call:
1-833-903-3648
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

VIA US MAIL

January 17, 2023

Re: Notice of Security Incident

Dear <<First Name>> <<Last Name>>,

We hope this letter finds you well. We are writing to notify you of a security event that took place at Automotive Services Network, Inc. ("ASN") that may have involved your personal information. ASN is a provider of payroll and other services for the Holler and Classic family of dealerships and associated companies.

ASN is not aware of any actual or attempted misuse of personal information stemming from this event. However, we take your privacy very seriously, and want to make sure that you are aware of what happened so that you can take the appropriate precautions you feel are needed to protect your identity. We have enclosed information on several identity protection resources, including a complimentary subscription to credit monitoring services.

What Happened?

On November 30, 2022, we learned that a database containing ASN data was accessed without authorization. We determined that database included personnel data, and subsequently learned that some may have been downloaded by an unauthorized third party. We quickly engaged outside experts to work to terminate the access and to investigate what happened. We are unable to confirm with available forensic evidence whether the files containing your information were actually viewed by anyone outside of our organization. We have not received any reports of personal information being misused.

What Information Was Available?

Personnel records that included individual names, social security numbers, and basic employment details (such as salary, withholdings, and hire date). No customer information was impacted.

What We Are Doing

After discovering this event, we took immediate steps to terminate the unauthorized party's access to the network. We have taken steps to harden our security, including engaging a third-party security operations center to continuously monitor our systems and their security. Our experts have confirmed this situation was isolated to a database containing personnel records. We are also in the process of moving all personnel records to a more secure storage environment. We at ASN will continue to focus on strengthening the cyber-resiliency of our environment. Although we are unaware of any actual or attempted misuse of personal information as a result of this event, we are offering you free access to twenty-four (24) months of credit and identity protection services through IDX.

What You Can Do

We are providing an Identity Protection Reference Guide that includes information on general steps you can take to monitor and protect your personal information. We would encourage you to review these materials, and take the appropriate steps you feel are warranted. You will also find information enclosed on how to enroll in the free credit monitoring and identity protection services we are providing through IDX, if you are interested in those services.

For More Information

If you have any questions, please reach out to our dedicated assistance team at 1-833-903-3648, Monday through Friday from 9 am – 9 pm Eastern (excluding major U.S. holidays), or go online to <https://app.idx.us/account-creation/protect> for assistance. Please mention your enrollment code: <<XXXXXXXXXX>>.

We are sorry this happened, and for any inconvenience this may cause you.

Sincerely,

Jacob C. Stanton
Chief Financial Officer



IDENTITY PROTECTION REFERENCE GUIDE

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code: <<XXXXXXXX>>. **Ensure that you enroll by: April 17, 2023** (Your code will not work after this date.).

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 1-833-903-3648 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 12 months 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 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.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069
Atlanta, GA 30348-5069
www.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

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 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 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 a 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting 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.

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

North Carolina Residents: Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 1-877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 1-401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.