



August 14, 2023

John Formella  
New Hampshire Attorney General  
NH Department of Justice  
33 Capitol Street  
Concord, NH 03301

**By Email**

Dear Attorney General Formella:

I am writing on behalf of BCD Travel USA LLC and its affiliates and subsidiaries (“BCD Travel” or “the Company”) to notify you that BCD Travel recently experienced a cybersecurity incident impacting the personal information of New Hampshire residents.

BCD Travel and many other organizations use the third-party vendor Progress Software Corporation’s MOVEit Transfer application for securely transferring files internally and with external organizations. On June 1, 2023, BCD Travel became aware that Progress Software had discovered a previously unknown critical security vulnerability (often referred to as a zero-day vulnerability) in a third-party software application, the MOVEit Transfer application, used by the Company.

The joint CISA/FBI advisory issued on June 7, 2023, associates the widespread exploitation of this MOVEit vulnerability with the CL0P Ransomware Gang, also known as TA505.

After identifying signs of unauthorized activity, BCD Travel promptly launched an investigation. Based on the investigation, the earliest evidence of the threat actor exploiting this vulnerability to access the BCD Travel MOVEit servers occurred on May 29, 2023.

A leading e-discovery firm was engaged to help analyze the data identified in the investigation as potentially exfiltrated. On August 2, 2023, the Company determined that the exfiltrated data contained personal information of New Hampshire residents. As of the date of this letter, 17 New Hampshire residents have been identified as potentially impacted. The information involved varied by individual and may have included

As discussed above, this incident involved a critical security vulnerability in a third-party software application. After becoming aware of the MOVEit incident, BCD Travel took several steps to quickly respond to and investigate the situation, including, but not limited to: activating its cybersecurity incident response team; taking the MOVEit Transfer application offline; initiating an in-depth

investigation with assistance of leading third-party cybersecurity experts; implementing the actions recommended by Progress Software; and notifying law enforcement.

BCD Travel continues to monitor the recommendations published by Progress Software and plans to evaluate and implement any further recommended actions as appropriate. To date, BCD Travel has not identified any impact from the MOVEit incident on other parts of its network and systems and BCD Travel remains fully operational.

On August 11, 2023, BCD Travel began providing notice by mail to affected New Hampshire residents. In addition to providing information regarding credit reporting agencies, government resources, security freezes, fraud alerts, and other identity protection tools, BCD is offering credit monitoring and identity protection services for one year through Experian, at no cost to the impacted individuals.

Please feel free to contact me if you have any questions or require additional information.

Sincerely,

/s/ Paul Otto

Paul Otto