

May 31, 2023

New Hampshire Department of Justice
Attn: Office of the Attorney General
33 Capitol Street
Concord, NH 03301
attorneygeneral@doj.nh.gov

To Whom It May Concern:

We write on behalf of C-P Flexible Packaging, Inc. (“C-P Flexible”) to notify you that C-P Flexible experienced an intrusion on certain of its systems by an unauthorized third party on or about February 9, 2023, through February 19, 2023. C-P Flexible took immediate action to investigate and secure its systems. C-P Flexible retained leading third-party experts to conduct a review of the incident to determine the nature and scope of the unauthorized access. In addition, C-P Flexible notified appropriate law enforcement and implemented additional security measures.

After conducting a review of this incident, C-P Flexible determined that certain data files were accessible to and exfiltrated by the unauthorized third party. C-P Flexible subsequently performed an assessment of these data files and determined, on May 9, 2023, that some of the files contained personal information at the time that the unauthorized third party had access to them. Based on an analysis of the data to determine the affected individuals, C-P Flexible determined that the incident potentially affected 1 New Hampshire resident. The personal information at issue for the New Hampshire resident includes

C-P Flexible is taking action to provide assistance to potentially affected individuals, even though it currently has no evidence of any misuse of or fraudulent activity relating to anyone’s personal information as a result of this incident. C-P Flexible is notifying affected individuals by mail on May 31, 2023, and will provide 24 months of identity theft monitoring services from Equifax. C-P Flexible has also provided information about steps that individuals can take to protect themselves, such as regularly monitoring financial statements and credit reports. A template copy of the notification letter C-P Flexible is sending to the affected resident(s) is attached to this notice as Appendix A.

Thank you for your attention to this matter.

Sincerely,

Brenda R. Sharton

APPENDIX A



15 Grumbacher Road
York PA 17406

May 31, 2023

000001



Notice of Data Breach

Dear [REDACTED]:

We write to notify you of a recent incident that occurred that could affect some of your personal information. Please review this letter carefully.

What Happened

C-P Flexible Packaging ("C-P Flexible") recently identified an intrusion on certain of its systems by an unauthorized third party. We took immediate action to review this incident and secure our systems. Our review determined that certain data files were accessible to the unauthorized third party. We subsequently performed an assessment of these data files and determined, in May 2023, that some of the files contained certain personal information at the time that the unauthorized third party had access to them. Our review to date indicates that the unauthorized access to and exfiltration of certain files containing personal information may have begun on February 9, 2023, and was terminated on February 19, 2023.

What Information Was Involved

From the review, we have determined that the personal information affected may include your [REDACTED]. While we do not know whether the third party actually viewed your information, we are sending you this notice as a precaution and to encourage you to take steps to monitor your personal information. At this time, *we are not aware of any misuse of or fraudulent activity relating to anyone's personal information as a result of this incident.*

What We Are Doing

After becoming aware of the incident, C-P Flexible undertook a review, working with third party experts and law enforcement, to determine the nature and scope of the unauthorized access and ensure it was contained. After we shut down the unauthorized access, we implemented additional security measures to help further protect against this type of incident going forward.

As an added precaution we are offering complimentary access to Equifax Credit Watch™ Gold for 24 months, at no cost to you.

To activate your membership and start monitoring your personal information, please follow the steps below:

- Ensure that you enroll by _____ (Your code will not work after this date)
- Go to _____
- Enter your unique Activation Code of _____ then click “Submit”
- Follow four steps to receive your credit monitoring service online:
 - o 1. Register
 - Complete the form with your contact information and click “Continue.”
 - *If you already have a myEquifax account, click the ‘Sign in here’ link under the “Let’s get started” header. Once you have successfully signed in, you will skip to the Checkout Page in Step 4.*
 - o 2. Create Account
 - Enter your email address, create a password, and accept the terms of use.
 - o 3. Verify Identity
 - To enroll in your product, we will ask you to complete our identity verification process.
 - o 4. Checkout
 - Upon successful verification of your identity, you will see the Checkout Page. Click ‘Sign Me Up’ to finish enrolling.
 - o You’re Done!
 - The confirmation page shows your completed enrollment. Click “View My Product” to access the product features.

Additional details of the Credit Watch™ Gold service are provided in the enclosed “Additional Resources.”

What You Can Do

As always, we recommend that you remain vigilant for incidents of fraud and identity theft, including by regularly viewing your account statements and monitoring your free credit reports. For more information on how you can help protect yourself, please review the enclosed “Additional Resources.”

For More Information

We regret any concern or inconvenience caused by this incident. If you have further questions or concerns, please call 1-844-357-8906, Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time, excluding major US holidays.

Sincerely,

Michael Hoffman
CEO

Additional Resources

Key Features of 24-Month Equifax Credit Watch™ Gold

- Credit monitoring with email notifications of key changes to your Equifax credit report
- Daily access to your Equifax credit report
- WebScan notifications when your personal information, such as Social Security Number, credit/debit card, or bank account numbers, are found on fraudulent Internet trading sites
- Automatic fraud alerts, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft

You can sign up for Equifax Credit Watch™ Gold online credit monitoring service anytime between now and August 31, 2023. Due to privacy laws, we cannot register you directly. Enrolling in this service will not affect your credit score.

Monitor Your Accounts

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

- **Equifax** – P.O. Box 740241, Atlanta, GA 30374 – 1-866-349-5191– www.equifax.com
- **Experian** – P.O. Box 2002, Allen, TX 75013 – 1-888-397-3742 – www.experian.com
- **TransUnion** – 2 Baldwin Place, P.O. Box 1000, Chester, PA 19016 – 1-800-888-4213 – www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Credit Freeze

You have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a Personal Identification Number (“PIN”) that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to access your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. Should you wish to learn more about or place a credit freeze, please contact all three major consumer reporting agencies listed below.

- **Equifax** – P.O. Box 105788, Atlanta, GA 30348-5788 – 1-800-685-1111 – www.equifax.com/personal/credit-report-services
- **Experian** – P.O. Box 9554, Allen, TX 75013-9554 – 1-888-397-3742 – www.experian.com/freeze/center.html
- **TransUnion** – P.O. Box 2000, Chester, PA 19016-2000 – 1-800-909-8872 – www.transunion.com/credit-freeze

You must separately place a credit freeze on your credit file at each credit reporting agency. The following information should be included when requesting a credit freeze:

- 1) Full name, with middle initial and any suffixes;
- 2) Social Security number;
- 3) Date of birth (month, day, and year);
- 4) Current address and previous addresses for the past five (5) years;
- 5) Proof of current address, such as a current utility bill or telephone bill;
- 6) Other personal information as required by the applicable credit reporting agency.

If you request a credit freeze online or by phone, then the credit reporting agencies have one (1) business day after receiving your request to place a credit freeze on your credit file report. If you request a lift of the credit freeze online or by phone, then the credit reporting agency must lift the freeze within one (1) hour. If you request a credit freeze or lift of a credit freeze by mail, then the credit agency must place or lift the credit freeze no later than three (3) business days after getting your request.

Fraud Alerts

You also have the right to place an initial or extended fraud alert on your file at no cost. An initial fraud alert lasts 1 year and is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, 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, which is a fraud alert lasting 7 years. Should you wish to learn more about or place a fraud alert, please contact any one of the agencies listed below. The agency you contact will then contact the other two credit agencies.

- **Equifax** – P.O. Box 105788, Atlanta, GA 30348-5788 – 1-888-766-0008 – www.equifax.com/personal/credit-report-services
- **Experian** – P.O. Box 9554, Allen, TX 75013-9554 – 1-888-397-3742 – www.experian.com/fraud/center.html
- **TransUnion** – P.O. Box 2000, Chester, PA 19016-2000 – 1-800-909-8872 – www.transunion.com/fraud-victim-resource/place-fraud-alert

Additional Information

You can further educate yourself regarding identity theft and the steps you can take to protect yourself, including credit freezes and fraud alerts, by contacting your state Attorney General or the Federal Trade Commission. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC.

- **The Federal Trade Commission** – 600 Pennsylvania Avenue, NW, Washington, DC 20580 (1-877-438-4338; TTY 1-866-653-4261; www.ftc.gov/idtheft).

MA Residents: Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. Under Massachusetts law, you may also place, lift, or remove a security freeze on your credit reports, free of charge. You must place your request for a freeze with each of the three major consumer reporting agencies as detailed above.

MD Residents: You can obtain information from the Maryland Attorney General about steps you can take to avoid identity theft: Office of the Attorney General - Consumer Protection Division, 200 St. Paul Place, 25th Floor, Baltimore, MD 21202 (1-888-743-0023; marylandattorneygeneral.com).

NC Residents: You can obtain additional information about preventing identity theft from the North Carolina Attorney General: North Carolina Attorney General's Office - Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001 (1-877-566-7226 - Toll-free within North Carolina) (919-716-6000; www.ncdoj.gov).

NM Residents: You also have certain rights under the Fair Credit Reporting Act ("FCRA"), including: to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

NY Residents: You can obtain additional information regarding security breach response and identity theft prevention and protection from the New York Department of State Division of Consumer Protection (1-800-697-1220; dos.ny.gov/consumer-protection) and the New York State Attorney General (1-800-771-7755; ag.ny.gov).