



MULLEN
COUGHLIN_{LLC}
ATTORNEYS AT LAW

RECEIVED

MAR 29 2021

CONSUMER PROTECTION

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426 W. Lancaster Avenue, Suite 200
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March 24, 2021

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Sir or Madam:

We represent Capcom U.S.A., Inc. ("CUSA") located at 185 Berry Street, Suite 1200, San Francisco, California 94107, and are writing to notify your Office of an incident that may affect the security of some personal information relating to New Hampshire residents. By providing this notice, CUSA does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

On November 1, 2020, became aware of unusual activity in certain computer systems and promptly began an investigation with the assistance of third-party computer forensic specialists. The investigation determined that certain systems on CUSA's network were subject to unauthorized access prior to November 1, 2020. Therefore, CUSA immediately undertook a comprehensive review of impacted files to determine the type of information contained therein and to whom it related. On January 26, 2021, CUSA determined that personal information was present in the affected files at the time of the incident, which included name and Social Security number. However, a significant number of individuals identified did not have complete address information. As such, Capcom was required to conduct an exhaustive review of its internal records to identify complete address information associated with these individuals. On March 12, 2021, Capcom completed this review and identified two (2) New Hampshire residents.

Notice to New Hampshire Residents

On March 23, 2021, CUSA provided written notice of this incident to potentially affected individuals, which includes two (2) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon learning of this incident, CUSA immediately launched an investigation into the nature and scope of the event, and worked to secure its network environment. CUSA also moved quickly to review potentially impacted files for sensitive information and identify contact information to provide impacted members notice of this event.

CUSA is providing notified individuals access to credit monitoring services for 12 months, through Experian at no cost to these individuals. Notice to these individuals also includes guidance on how to better protect against identity theft and fraud, information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. CUSA is also notifying other state regulators as required.

As part of its ongoing commitment to data security, CUSA is also taking steps to enhance its existing data security. These include resetting account passwords, reviewing existing policies and procedures, conducting additional employee training, and implementing additional security measures.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4775

Very truly yours,



Christopher J. DiIenno of
MULLEN COUGHLIN LLC

EXHIBIT A



Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

March 23, 2021



G3172-L02-0000002 T00001 P001 *****AUTO**MIXED AADC 159
SAMPLE A. SAMPLE - L02 ADULT-12
APT ABC
123 ANY ST
ANYTOWN, ST 12345-6789



RE: Notice of Data Security Incident

Dear Sample A. Sample,

Capcom U.S.A., Inc. (“CUSA”) writes to notify you of an incident that may affect the privacy of some of your personal information. While, to date, we have no evidence of actual or attempted misuse of your personal information as a result of this incident, this letter provides information about the incident, our response, and resources available to you to help protect your personal information from possible misuse, should you feel it is appropriate to do so.

What Happened? On November 1, 2020, CUSA became aware of unusual activity on its system and promptly began an investigation. The investigation determined that certain files on CUSA’s system were subject to unauthorized access prior to November 1, 2020. CUSA immediately undertook a comprehensive review of the files to determine the type of information contained therein and to whom it related. On January 26, 2021, this review determined that some of your personal information was present in the files.

What Information Was Involved? The type of information impacted by this incident includes your name and the following data elements: [EXTRA1].

What We Are Doing. Information privacy and security are among our highest priorities. CUSA has strict security measures in place to protect the information in our care. Upon learning of this incident, we immediately launched an investigation to confirm the security of our system. We are also reviewing our existing policies and taking additional steps to enhance our data security.

Although we are unaware of any actual or attempted misuse of your information as a result of this incident, we are offering you access to credit monitoring and identity protection services through Experian for twelve (12) months at no cost to you as an added precaution. A description of services and instructions on how to enroll can be found within the enclosed “Steps You Can Take to Protect Your Information.” Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.



What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud, review your account statements, monitor your credit reports for suspicious activity for the next twelve (12) to twenty-four (24) months, and report any incidents of suspected identity theft law enforcement. You may review the information contained in the enclosed "Steps You Can Take to Protect Your Information." You may also enroll to receive the credit monitoring and identity protection services we are making available to you.

For More Information. We understand you may have questions about this incident that are not addressed in this letter. To ensure your questions are answered in a timely manner, we established a dedicated assistance line at (833) 671-0406 which can be reached Monday through Friday from 9:00 a.m. to 11:00 p.m. Eastern, and Saturday and Sunday from 11 a.m. to 8 p.m. Eastern Time. You may also contact Capcom by email at DSI-support@capcom.com. Protecting your information is important to us, and CUSA remains committed to safeguarding the information in our care.

Sincerely,



Shinichi Yoshida
Chief Administrative Officer
Capcom U.S.A., Inc.

Steps You Can Take to Protect Your Information

Enroll in Credit Monitoring

- Ensure that you **enroll by: June 30, 2021** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: ABCDEFGHI

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at (833) 671-0406 by **June 30, 2021**. Be prepared to provide engagement number **DB25911** as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (833) 671-0406. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for one year from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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G3172-L02

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the 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. The security 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 security freeze to take control over who gets access to the personal and financial information in your credit report 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 security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/freeze/center.htm
1

TransUnion

P.O. Box 160
Chester, PA 19094
1-888-909-8872

www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that 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 seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

www.transunion.com/fraud-victim-resource/place-fraud-alert

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338), and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. 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. This notice has not been delayed by law enforcement.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662; and www.oag.state.md.us. Capcom U.S.A, Inc. is located at 185 Berry Street, Suite 1200, San Francisco, CA 94107.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6000, and www.ncdoj.gov. You can obtain information from the Attorney General or the Federal Trade Commission about preventing identity theft.

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 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 violators. 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, 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 provides resources regarding identity theft protection and security breach response at www.ag.ny.gov/internet/privacy-and-identity-theft. The New York Attorney General may be contacted: by phone at 1-800-771-7755; toll-free at 1-800-788-9898; or online at www.ag.ny.gov.

For Rhode Island Residents, the Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903, 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 **16** Rhode Island residents impacted by this incident.

