

CHAMBERLAIN GROUP

May 28, 2019

Via Email

Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

To whom it may concern:

I write on behalf of The Chamberlain Group, Inc. ("CGI"), to inform you of a security incident potentially affecting one New Hampshire resident.

CGI operates a call center in Arizona to handle support requests for our Chamberlain and LiftMaster garage door products. On April 28, 2019, we discovered that a call center employee had not followed CGI's mandated security procedures regarding collection of payment card information. We conducted a thorough investigation and determined that the New Hampshire resident had called the call center and that this employee had taken the call and handled the resident's payment card information. **Please note that we have no information indicating that the resident's personal information has been misused.** In addition, the employee did not have access to any other sensitive information, such as Social Security number, driver's license number, or any other financial account number.

Out of an abundance of caution, CGI will send security incident notifications on or about May 28, 2019 to all customers who provided payment card information to the former employee during calls to the call center. CGI is also offering one year of Experian's IdentityWorks identity theft production product to these individuals at no cost to them. IdentityWorks includes credit monitoring, identity restoration services, copies of credit reports, and identity theft insurance. A copy of the template notice is enclosed with this letter.

We are cooperating with law enforcement in their investigation.

If you have any questions concerning this matter, please do not hesitate to contact me at 630-501-3047 or derek.johnson@chamberlain.com.

Very truly yours,



Derek K. Johnson
Vice President, Customer Experience

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CHAMBERLAIN GROUP

[Date]

[Name of Recipient]
[Street Address]
[City/State/Zip]

Dear [Name of Recipient]:

The Chamberlain Group, Inc. ("CGI") values its customers and is committed to protecting your personal information. Unfortunately, we are writing to inform you of an information security incident that could potentially affect you and to share with you the steps that CGI is taking to address it.

CGI operates a call center in Arizona to handle support requests for our Chamberlain and LiftMaster branded products. On April 28, 2019, we discovered that a former call center employee had not followed CGI's mandated security procedures regarding collection of payment card information. We are writing you because our investigation indicates that this former employee handled your payment card information when you called the call center. This individual may have taken your call any time from November 2, 2018 through April 24, 2019.

CGI takes seriously both the security of your payment card information and this incident. Law enforcement is aware of the incident, and we are fully cooperating with law enforcement's investigation. We also have taken steps to prevent a recurrence, and we are conducting a thorough review of our security policies and procedures.

Please note that we have no information indicating that your personal information has been misused. In addition, the employee did not have access to any of your other sensitive information, such as your Social Security number, driver's license number, or any other financial account number.

Nevertheless, out of an abundance of caution, CGI is offering you one year of identity protection services at no cost to you through Experian, one of the three nationwide credit bureaus. Your one-year membership in Experian's IdentityWorksSM product provides identity restoration services, fraud detection tools, and other benefits, which include monitoring your credit file at all three national credit bureaus. Starting today, you can call Experian's identity restoration agents to assist you to investigate and resolve any incidents of fraud. You may take advantage of this benefit, at any time until May 10, 2020, by calling Experian at 1-877-890-9332. No enrollment or activation is necessary. The terms and conditions for identity restoration are located at: www.ExperianIDWorks.com/restoration.

While identity restoration is immediately available to you, we also encourage you to activate fraud detection tools available through IdentityWorksSM. This product provides you with identity detection, credit monitoring, and resolution of identity theft.

If you wish to enroll in IdentityWorksSM, you will need to do the following:

1. **Visit** the IdentityWorksSM web site: <https://www.experianidworks.com/3bcredit> or call 1-877-890-9332 to enroll and provide Engagement Number [REDACTED]
2. **PROVIDE** your Activation Code: **[Code]**.

Enrollment Deadline: August 31, 2019 (your Activation Code will not work after this date).

If you have any questions concerning IdentityWorksSM or if you prefer to enroll over the phone for delivery of your membership via US mail, please call Experian at 1-877-890-9332. Be prepared to provide Engagement Number [REDACTED] as proof of eligibility for the identity protection product by Experian.

We have included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

CGI sincerely apologizes for this incident and regrets any inconvenience it may cause you. Should you have questions or concerns regarding this incident, please do not hesitate to contact David Franklin at david.franklin@chamberlain.com or 520-799-3568.

Sincerely,



Derek K. Johnson
Vice President
Customer Experience

Steps To Protect The Security Of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused. [REDACTED]

1. Enroll in IdentityWorksSM. You must personally activate identity monitoring for it to be effective. The notice letter contains instructions and information on how to activate your IdentityWorksSM membership. If you need assistance or if you want to enroll by telephone, you should contact Experian directly at 1-877-890-9332. Experian's IdentityWorksSM product will provide the following:

- **Experian credit report at [REDACTED]:** See what information is associated with your credit file. Daily credit reports are available for online members only.¹
- **Credit Monitoring:** Actively monitors your Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorksSM ExtendCARE:** You will receive the same high level of identity restoration support even after your IdentityWorksSM membership has expired.
- **\$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please direct questions about the IdentityWorksSM product to Experian. A credit card is not required for enrollment in IdentityWorksSM. Enrollment in IdentityWorksSM will not affect your credit score. 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.

2. Review your credit reports. You can receive free credit reports by placing a fraud alert. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three national credit bureaus. 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 from one of the three credit bureaus every four months.

3. Review your account statements. You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities, and other service providers.

4. Remain vigilant and respond to suspicious activity. If you receive an e-mail or mail alert from Experian, contact an IdentityWorksSM identity resolution agent toll-free at 1-877-890-9332 or visit www.ExperianIDWorks.com/restoration for additional information. You should consider changing your username, passwords, security questions, and security answers to your online accounts. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You should also consider reporting

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

such activity to CGI, your local police department, your state's attorney general, and the Federal Trade Commission.

5. You have the right to place a “security freeze” on your credit report. A security freeze will prohibit a consumer reporting agency from releasing information in your credit file 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, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

To place a security freeze on your credit file, contact the three nationwide credit bureaus, listed below. You will need to provide appropriate proof of your identity to the credit bureau, which will include your name, address, date of birth, Social Security number, and other personal information. 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.

The contact information for all three credit bureaus is as follows:

Equifax	Experian	TransUnion
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
1-800-349-9960	1-888-397-3742	1-800-680-7289
www.equifax.com	www.experian.com	www.transunion.com

6. Consider placing a fraud alert with one of the three nationwide credit bureaus. You can place an initial fraud alert by contacting one of the three nationwide credit bureaus listed above. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus listed above. As soon as that bureau processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

An initial fraud alert stays in your file for at least one year. To place this alert, a credit bureau will require you to provide appropriate proof of your identity, which may include your Social Security number. If you are the victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years.

7. You have the right to free copies of the information in your file (your “file disclosure”). An initial fraud alert entitles you to a copy of all the information in your file at each of the three nationwide credit bureaus listed above. These additional disclosures may help you detect signs of fraud, for example, whether fraudulent accounts have been opened in your name or whether someone has reported a change in your address.

8. Additional Information. You may obtain information about fraud alerts and security freezes and additional information about steps you can take to avoid identity theft from the following:

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
<http://www.ftc.gov/idtheft/>
(877) IDTHEFT (438-4338)