



LEWIS BRISBOIS BISGAARD & SMITH LLP

Lindsay B. Nickle
2100 Ross Avenue, Suite 2000
Dallas, Texas 75201
Lindsay.Nickle@lewisbrisbois.com
Direct: 214.722.7141

September 11, 2019

File No. 43783.3

VIA EMAIL

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

Re: Notification of Data Security Incident

Dear Attorney General MacDonald:

I represent City Furniture, Inc. ("City Furniture"), headquartered in Tamarac, Florida, with respect to a recent data security incident described in greater detail below. City Furniture takes the protection of sensitive information very seriously and is taking steps to prevent similar incidents from occurring in the future.

1. Nature of the Security Incident.

On July 9, 2019, City Furniture discovered that an unauthorized user gained access to its website, cityfurniture.com. Upon discovering this incident, City Furniture launched an investigation and engaged a digital forensics firm to help determine what happened and what information may have been accessed. On July 25, 2019 the investigation determined that this incident was isolated to the period of May 14, 2019 to July 9, 2019 and that credit card information, including names, mailing addresses, credit card numbers, expiration dates, and CVV numbers belonging to customers that made purchases during that period may have been affected. At this time, we are unaware of the misuse of any credit card information as a result of this incident.

2. Number of New Hampshire Residents Affected.

City Furniture notified one (1) resident of New Hampshire via first class U.S. mail on September 6, 2019. A sample copy of the notification letter sent to the affected individuals is included with this correspondence.

3. Steps Taken Relating to the Incident.

City Furniture has taken steps in response to this incident to prevent similar incidents from occurring in the future. Those steps include working with leading cybersecurity experts to enhance the security of its website and web payments page.

4. Contact Information.

City Furniture remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at (214) 722-7141 or via email at Lindsay.Nickle@lewisbrisbois.com.

Sincerely,



Lindsay B. Nickle of
LEWIS BRISBOIS BISGAARD & SMITH LLP

LBN:ls

Enclosure: Sample Consumer Notification Letter

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country >>

Re: Notice of Data Security Incident

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

We are writing to inform you of a data security incident that may have involved your personal information. At City Furniture, Inc. ("City Furniture"), we take the privacy and security of our customer information very seriously. This is why we are notifying you of the incident and informing you about steps you can take to help protect your personal information.

What Happened? On July 9, 2019, City Furniture discovered that an unauthorized user gained access to its website, cityfurniture.com. Upon discovering this incident, City Furniture launched an investigation and engaged a digital forensics firm to help us determine what happened and what information may have been accessed. On July 25, 2019 the investigation determined that this incident was isolated to the period of May 14, 2019 to July 9, 2019 and that credit card information belonging to customers that made purchases during that period may have been affected. City Furniture is not aware of any misuse of any credit card information as a result of this incident.

What Information Was Involved? The information involved may include your name, mailing address, credit card number, expiration date, and CVV number.

What Are We Doing? As soon as City Furniture discovered the incident, we took the steps described above. We are providing you with the enclosed information about steps you can take to help protect your personal information. In addition, we are taking steps to enhance the security of our website to prevent a similar event from happening in the future.

What You Can Do: Please review the recommendations included with this letter about steps you can take to protect your personal information. We encourage you to take advantage of these options to protect your personal information.

For More Information: If you have any questions about this letter, please call 1-833-496-0190 between 8:00 a.m. and 5:30 p.m. Central Time, Monday through Friday. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,



Chad Simpson
V.P., Deputy C.I.O.
City Furniture, Inc.

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following four national credit reporting agencies:

TransUnion	Experian	Equifax	Free Annual Report
P.O. Box 1000 Chester, PA 19016 1-877-322-8228 www.transunion.com	P.O. Box 9532 Allen, TX 75013 1-888-397-3742 www.experian.com	P.O. Box 105851 Atlanta, GA 30348 1-800-525-6285 www.equifax.com	P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 www.annualcreditreport.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for one (1) year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Residents of Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

Federal Trade Commission	Maryland Attorney General	North Carolina Attorney General	Rhode Island Attorney General
600 Pennsylvania Ave, NW Washington, DC 20580 consumer.ftc.gov , and www.ftc.gov/idtheft 1-877-438-4338	200 St. Paul Place Baltimore, MD 21202 oag.state.md.us 1-888-743-0023	9001 Mail Service Center Raleigh, NC 27699 ncdoj.gov 1-877-566-7226	150 South Main Street Providence, RI 02903 http://www.riag.ri.gov 401-274-4400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include 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.