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AMELIA G. SRETER
AUSTIN M. MIKOLAITIES
BRENDAN A. O'DONNELL

RECEIVED

CELEBRATING OVER 30 YEARS OF SERVICE TO OUR CLIENTS

JUL 15 2019

PLEASE RESPOND TO THE EXETER ADDRESS

CONSUMER PROTECTION

SENIOR COUNSEL
MICHAEL J. DONAHUE

July 12, 2019

RETIRED
CHARLES F. TUCKER
NICHOLAS R. AESCHLIMAN

VIA FEDERAL EXPRESS

Gordon MacDonald, Attorney General
Office of the New Hampshire Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Notification of Data Security Incident

Dear Attorney General MacDonald:

This Office represents Coastal Truck & Auto Body, Inc. ("Coastal Truck"). This letter is being sent pursuant to N.H. Revised Statue §359-C:19-21. On July 4, 2019 Coastal Truck learned of a potential data security incident involving the unauthorized installation of ransomware on its computer system, which stores Coastal Truck's employee, customer and vendor information. By providing this notice, Coastal Truck does not waive ant rights or defenses it may have.

We believe the incident may have affected the Personal Information of 29 employees, and a number of vendors, yet to be determined. The incident may have involved employees' names, addresses and social security numbers and vendors name and addresses and Employer Identification numbers.

Upon discussing the incident Coastal Truck and its IT Consultant took immediate steps to minimize the effects of the incident and launched an investigation with its IT Consultant to determine what happened. Coastal Truck has notified the FBI and the U.S. Secret Service.

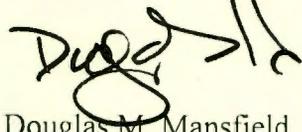
Coastal Truck notified the affected employees via the attached letter and will provide twelve months of complimentary credit and identity monitoring services to those affected.

DONAHUE, TUCKER & CIANDELLA, PLLC
16 Acadia Lane, P.O. Box 630, Exeter, NH 03833-4924
111 Maplewood Avenue, Suite D, Portsmouth, NH 03801
Towle House, Unit 2, 164 NH Route 25, Meredith, NH 03253
83 Clinton Street, Concord, NH 03301

Coastal Truck anticipates sending out the same notice to vendors within the next five business days upon identifying the vendors affected. Please contact me should you have any questions.

Very truly yours,

DONAHUE TUCKER & CIANDELLA PLLC



Douglas M. Mansfield
E-mail: dmansfield@DTClawyers.com

DMM/mg
Enclosure

S:\CN-CR\Coastal Truck & Auto Body, Inc\Data breach Incident\2019 07 11 Ltr to AG MacDonald re Notification of Data Security Incident.doc

Coastal Truck & Auto Body, Inc.

July 11, 2019

Dear Coastal Truck Employees:

We are contacting you to advise you that we have learned of a serious data security incident that occurred on July 4, 2019 that involved some of your personal information.

The breach involved unauthorized installation of ransomware. The information that was breached may have contained customer names, mailing addresses, phone numbers & social security numbers. Other information was not compromised.

We are working with law enforcement and forensic investigators to conduct a thorough review of the potentially affected records/systems and will notify you if there are further significant developments. We have implemented additional security measures, including a new sever, IP address change and increased cyber security to prevent the reoccurrence of such a breach and to protect the privacy of our employees, customers and vendors.

We are notifying you so that you can take action which will assist to minimize or eliminate potential harm. We strongly advise you to take preventive measures to help prevent and detect any misuse of your information.

As a first step, we recommend that you closely monitor your financial accounts and if you see any unauthorized activity, you should promptly contact your financial institution. We also suggest that you submit a complaint with the Federal Trade Commission by calling 1.877.438.8228 (1.877.IDTHEFT) or online at www.ftccomplaintassistant.gov.

As a second step, you may want to contact the three U.S. credit reporting agencies (Equifax, Experian, and TransUnion) to obtain a free credit report from each by calling 1.877.322.8228 or by logging onto www.annualcreditreport.com.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit reports periodically can help you spot a problem and address it quickly.

To protect yourself from the possibility of identity theft, you may wish to place a security freeze on your credit files. By placing a freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name.

You will need to contact the three U.S credit reporting agencies to place the security freeze. When you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily or permanently lift the freeze.

However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Complaint Form with the FTC, there may be no charge to place the freeze.

To obtain a security freeze, contact the following agencies:

Equifax: 1/888.298.0045 (<https://www.freeze.equifax.com>)

TransUnion: Fraud Victim Assistance Department, P.O. Box 6790 Fullerton CA 92834

Experian: Send an email to BusinessrecordsVictimassistance@experian.com.

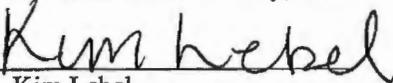
If the specific state statute allows for a security freeze on credit, add this language.

We are offering to you twelve (12) months of free credit and identity monitoring services. Please contact me to arrange setting up such protection.

We sincerely apologize for the inconvenience this incident has caused you. Please be advised that we will keep you informed of any developments in the investigation which may be of importance to you.

If you have further questions or concern, please contact the undersigned at the following telephone number 431-7606 ext. 214.

Sincerely,
Coastal Truck & Auto Body, Inc.

By: 
Kim Lebel