

BakerHostetler

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CONSUMER PROTECTION

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October 18, 2017

VIA OVERNIGHT MAIL

Joseph Foster
Office of the Attorney General
33 Capitol St
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Foster:

We are writing on behalf of our client, **coincafe** (or the “company”), to notify you of a security incident involving personal information for New Hampshire residents.

On September 15, 2017, the company learned that an unauthorized third party accessed the personal information of a small number of its customers. **coincafe** immediately began an investigation and consulted a leading computer forensics firm. On September 29, 2017, the company learned that the third party had contacted some of its customers claiming to have access to their personal information and requesting payment to erase their information.

The investigation determined that the third party had access to a system that was decommissioned in early 2014 but contained certain personal information provided to **coincafe** by its customers between January 2014 and April 11, 2014. According to the investigation, the information that may have been accessed included customers’ names, addresses, and, to the extent they were uploaded to the company’s website, driver’s licenses or passports. **coincafe** has no evidence that customers’ online wallets were compromised or at risk of compromise.

On October 6, 2017, **coincafe** sent written notification via U.S. mail to two New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the attached letter. **coincafe** has provided a phone number that potentially affected individuals can contact with questions. The company is also recommending that potentially affected individuals remain vigilant to the possibility of fraud by reviewing their account statements and credit reports for unauthorized activity.

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

Joseph Foster
October 18, 2017
Page 2

Additionally, the company has notified law enforcement and is cooperating with their investigation. In the years since 2014, **coincafe** has taken substantial steps to strengthen the security of the company's systems to help prevent a similar incident from happening in the future.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,



Laura E. Jehl
Partner

Enclosure

coincafe

240 Kent Ave Brooklyn NY 11249

October 6, 2017

VIA FIRST CLASS MAIL

Dear [REDACTED],

coincafe is committed to protecting the confidentiality and security of our customers' personal information. Regrettably, this notice concerns an incident involving some of that information.

On September 15, 2017 we learned that an unauthorized third party had accessed the personal information of a small number of coincafe customers. We immediately began an investigation and consulted a leading computer forensics firm. Our investigation determined that the third party likely gained access to the information in a previously-identified incident that took place on April 11, 2014.

On September 29, 2017 we learned that the third party had contacted some of our customers claiming to have access to their personal information and requesting payment to erase their information. *We do not recommend payment of any ransom.*

Our investigation determined that the third party had access to some customer personal information provided to us from the company's inception in January 2014 through April 11, 2014. Information in our possession at that time, including customers' names, addresses, and ID documents (driver's license, passport or other uploaded information) may have been accessed. We have no evidence that any coincafe wallet was compromised or is at risk of compromise.

To be clear, the compromised system was decommissioned in early 2014. The current system has not been breached or hacked and customer information is secured behind multiple layers of encryption. Additionally, our email system was not affected, nor did the third party send any emails from our system (like a postal letter, anything can be written in the "from/return address" field of an email).

coincafe

240 Kent Ave Brooklyn NY 11249

We have reported the theft of information and the demands for payment to law enforcement, and will cooperate with their investigation.

Although we have no evidence that the information was misused in any way, we want to assure you that we take the privacy and security of our customers' information very seriously. In the years since 2014, we have taken substantial steps to strengthen the security of coincafe's systems to help prevent a similar incident from happening in the future.

We sincerely regret any inconvenience or concern this incident may cause a small subset of our earliest users. If you have any questions, please feel free to reach us at support@coincafe.com or +1 (347) 454-2646.

Sincerely,



John Ha
Chief Information Security Officer
coincafe