

May 7, 2021

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Via First Class Mail

Attorney General of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

Re: Data Security Incident
Client: Colehour + Cohen
File No.: 15991.00965

Dear Attorney General:

We represent Colehour and Cohen (C+C), a communications and marketing agency located at 1011 Western Ave, Suite 702, Seattle, Washington. C+C discovered that its business email account was impacted by an unauthorized user. C+C takes this matter very seriously and has implemented steps, outlined below, in response.

1. Nature of the incident.

On or around March 17, 2021 C+C discovered that a C+C employee's email account was accessed by an unauthorized user that may have resulted in the access to personally identifiable information ("PII"). After learning about the potential unauthorized access, C+C engaged a third party forensic team to review the impacted email account in order to learn more about the scope and extent of the incident and whether PII may have been exposed. The forensic team finished its investigation on April 9, 2021 and confirmed that the C+C employee's account was accessed by an unauthorized party between February 16, 2021 and March 17, 2021.

C+C takes the privacy and security of the data in its control very seriously. To date, there is no evidence that any sensitive information has been misused as a result of this incident. Based on the forensics investigation, it is possible that individuals' names in combination with social security numbers, dates of birth and financial information may have been accessed by an unauthorized individual.

2. Number of New Hampshire residents affected.

One (1) New Hampshire resident was potentially affected by this incident. Incident notification letters addressed to that individual was mailed on April 28, 2021, via First Class Mail. A sample copy of the Incident notification letter being mailed to potentially affected residents of Maine is included with this letter at **Exhibit A**.

3. Steps taken.

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

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Indiana • Kentucky • Las Vegas • London • Los Angeles • Miami • Michigan • Milwaukee • Mississippi • Missouri • Nashville • New Jersey • New Orleans
New York • Orlando • Philadelphia • Phoenix • San Diego • San Francisco • Sarasota • Stamford • Virginia • Washington, DC • Wellington • White Plains

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C+C has taken steps to further safeguard its systems going forward such as implementing multi-factor authentication, implementing new cybersecurity training for employees and working with professionals to implement new security measures.

C+C has also provided the affected individuals with complimentary credit monitoring services for a period of twelve (12) months.

4. Contact information.

C+C remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Anjali.Das@WilsonElser.com or 312-821-6164.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP



Anjali C. Das

Enclosure

EXHIBIT A



C+C | ALL ABOUT THE GOOD

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

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

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>:

Colehour + Cohen (“C+C”) is writing to inform you of a recent cybersecurity incident that may have involved some of your personal information. This letter contains details about the incident, steps we have taken in response and services we are making available to you.

On or around March 17, 2021 C+C discovered that a C+C employee’s email account was accessed by an unauthorized user that may have resulted in the access to your personally identifiable information (“PII”). After learning about the potential unauthorized access, C+C engaged a third party forensic team to review the impacted email account in order to learn more about the scope and extent of the incident and whether PII may have been exposed. The forensic team finished its investigation on April 9, 2021 and confirmed that the C+C employee’s account was accessed by an unauthorized party between February 16, 2021 and March 17, 2021.

C+C takes the privacy and security of the data in our control very seriously. To date, there is no evidence that any sensitive information has been misused as a result of this incident. Based on the forensics investigation, we are notifying you out of abundance of caution that your name in combination with your Social Security number, date of birth and financial information may have been accessed by an unauthorized individual. C+C has also taken steps to further safeguard our systems going forward such as implementing multi-factor authentication, implementing new cybersecurity training for employees and working with professionals implement new security measures.

In order to help relieve concerns following this incident, we have secured the services of **Kroll** to provide identity monitoring services, at no cost to you, for twelve months.

We encourage you to remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

*You have until **August 1, 2021** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

Additional information describing your services is included with this letter.

Please know that we sincerely apologize for this situation and any inconvenience this may have caused you. If you have any questions or would like to enroll in the complimentary credit monitoring services we are providing, please call 1-XXX-XXX-XXXX Monday through Friday, 8:00 a.m. to 5:30 p.m. Central Time excluding major U.S. holidays.

Sincerely,

Karen Mooney
Chief Financial Officer
Colehour + Cohen



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

Additional Important Information

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia: It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of Iowa: State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon: State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Arizona, Colorado, Maryland, Rhode Island, Illinois, New York, and North Carolina: You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General Consumer Protection Division 200, St. Paul Place Baltimore, MD 21202
1-888-743-0023 www.oag.state.md.us

Rhode Island Office of the Attorney General Consumer Protection 150 South Main Street, Providence RI 02903 1-401-274-4400 www.riag.ri.gov

North Carolina Office of the Attorney General Consumer Protection Division, 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com

Federal Trade Commission Consumer Response Center, 600 Pennsylvania Ave. NW Washington, DC 20580
1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft

New York Office of Attorney General Consumer Frauds & Protection, The Capitol Albany, NY 12224 1-800-771-7755
<https://ag.ny.gov/consumer-frauds/identity-theft>

Colorado Office of the Attorney General Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 www.coag.gov

Arizona Office of the Attorney General Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

Illinois Office of the Attorney General Consumer Protection Division 100 W Randolph St., Chicago, IL 60601 1-800-243-0618 www.illinoisattorneygeneral.gov

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf); TransUnion (<https://www.transunion.com/fraud-alerts>); or Experian (<https://www.experian.com/fraud/center.html>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified

mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

[https://www.equifax.com/personal/](https://www.equifax.com/personal/credit-report-services/credit-freeze/)

[credit-report-services/credit-freeze/](https://www.equifax.com/personal/credit-report-services/credit-freeze/)

800-525-6285

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

www.experian.com/freeze

888-397-3742

TransUnion (FVAD)

P.O. Box 2000

Chester, PA 19022

freeze.transunion.com

800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.