

February 12, 2024

**VIA EMAIL**

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

Re: Notification of Security Breach

To Office of the New Hampshire Attorney General:

We write to inform you of a recent data security incident involving Coleman Professional Services Inc. (“Coleman”) located at 5982 Rhodes Road, Kent, Ohio 44240.

Coleman recently learned that an unauthorized party gained access to a few employee email accounts through a phishing attack. Coleman immediately initiated an investigation and retained a leading computer security firm. During the course of the investigation, we learned that unauthorized connections were made to a limited number of Coleman email accounts between September 18, 2023 and October 31, 2023. We were unable to confirm whether any specific emails or attachments stored within those affected accounts were viewed or acquired as a result of this incident. Out of an abundance of caution, we reviewed the emails stored in the affected email accounts to determine whether any of those emails contained personal information. Coleman learned on January 29, 2024, that the email accounts contained personal information of residents of New Hampshire.

Based on this investigation, Coleman determined that the personal information for three New Hampshire residents were present in an email account involved in this incident. The personal information included the residents’

. As a precaution, Coleman has arranged to provide Identity Monitoring services through Kroll for \_\_\_\_\_ at no cost to the resident whose \_\_\_\_\_ was impacted during the relevant time period.



February 12, 2024

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More information regarding this matter is described in the enclosed sample notification letter. The notification letter is being printed and will be sent via postal mail directly to the affected resident on February 12, 2024.

Please contact us with any questions or concerns.

Very truly yours,

Christopher L. Ingram

CLI/v  
Enclosure



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

### NOTICE OF DATA BREACH

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

We are writing to inform you of a recent incident involving unauthorized access to a few of our employees' email accounts. While we have no indication that your personal information has been misused, some of your information was stored in an email account accessed during this incident. We are writing to make you aware of our current understanding of what happened, measures that have been taken, and to provide you with some steps you can take to help protect your personal information.

**What happened?** On December 14, 2023, Coleman Professional Services, Inc. learned that an unauthorized user gained access to a few of our employees' email accounts that contained personal information. Based on our investigation, we learned that unauthorized connections were made to the email accounts between September 18, 2023, and October 31, 2023. We were unable to confirm whether any specific emails or attachments stored within the affected email accounts were accessed or obtained as a result of this incident. Out of an abundance of caution, we reviewed the emails stored in the affected email accounts to determine whether any of those emails contained personal information.

**What information was involved?** While we were unable to determine whether any personal information was obtained, the following personal information was present in an affected email account when this incident occurred, including  
To date, we are unaware of any actual or attempted misuse of your personal information as a result of this incident.

**What we are doing.** As soon as we learned of this situation, we immediately launched an investigation. We took steps to block unauthorized users from connecting to the affected email accounts, reset the relevant passwords, reviewed the contents of the emails in the affected email accounts to determine whether they contained personal information, and took additional measures to prevent unauthorized users from accessing employees' email accounts in the future.

**Portage**

5982 Rhodes Road  
Kent, OH 44240  
(330) 673-1347 • (800) 673-1347  
Fax: (330) 678-3677  
24/7 Crisis: (330) 296-3555 • (877) 769-

3920 Lovers Lane  
Ravenna, OH 44266  
(330) 673-1347 • (800) 673-1347  
Fax: (330) 678-3677  
24/7 Crisis: (330) 296-3555 • (877) 769-3555

**Coleman Crisis**

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Ravenna, OH 44266  
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Fax: (330) 678-3677  
24/7 Crisis: (330) 296-3555 • (877) 769-3555

**What you can do.** Although we do not have any evidence that your information has been misused, we recommend that you review the information provided in the enclosed “Further Information and Steps You Can Take.” The enclosure identifies some steps you can take to guard against the misuse of your personal information. Never provide personal information in response to an electronic communication about a data security incident. Additionally, out of an abundance of caution, we are providing identity monitoring services through Kroll for \_\_\_\_\_ at no cost to you. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. To activate and take advantage of your Identity Monitoring services, please follow the steps below:

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

You have until <<b2b\_text\_6(activation deadline)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s\_n>>

If you have questions about the Identity Monitoring services or need assistance with identity restoration, please visit [www.info.krollmonitoring.com](http://www.info.krollmonitoring.com).

**For more information.** We regret and apologize for any inconvenience this may cause you. If you have any questions, please call [TFN](#), Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Sincerely,

*Judy Bermudez*

Judy Bermudez

VP of Human Resources & Compliance

Enclosure: Further Information and Steps You Can Take

## Further Information and Steps You Can Take

### **Filing a Police Report for Suspicious Activity**

We encourage you to remain vigilant of identity theft or fraud. You should review account statements, explanation of benefits, and credit reports and report any suspicious activity or suspected identity theft. You have the right to file a police report if you experience identity theft or fraud. If you do find suspicious activity of identity theft or fraud, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records. In addition, you should report identity theft to your state's Attorney General and to the Federal Trade Commission ("FTC"). This notice has not been delayed by law enforcement.

### **Monitoring Your Accounts**

You may obtain a free copy of your credit report from each of the credit bureaus once a year by visiting <http://www.annualcreditreport.com>, or calling 877-322-8228. Hearing impaired consumers can access TDD service at 877-730-4104. You may contact the nationwide credit bureaus at:

**Equifax**, 866-349-5191, P.O. Box 740241, Atlanta, GA 30374, [www.equifax.com/FCRA](http://www.equifax.com/FCRA).

**Experian**, 888-397-3742, P.O. Box 9701, Allen, TX 75013, [www.experian.com](http://www.experian.com).

**TransUnion**, 800-916-8800, P.O. Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com).

You may also place a fraud alert or security freeze on your credit report at no cost. A fraud alert is a notice that can be placed on a consumer's credit report that alerts companies who may extend credit that the consumer may have been a victim of identity theft or fraud. When a fraud alert is displayed on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. There are two types of fraud alerts: an "initial" fraud alert that lasts for one year, and an "extended" fraud alert for victims of identity theft or fraud that lasts seven years. A fraud alert should not affect your ability to get a loan or credit, but it may cause some delay if you are applying for credit. To place a fraud alert, please contact one of the credit reporting agencies at:

**Equifax**, 888-836-6351, P.O. Box 105069, Atlanta, GA 30348, [www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services).

**Experian**, 888-397-3742, P.O. Box 9554, Allen, TX 75013, [www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html).

**TransUnion**, 800-680-7289, P.O. Box 2000, Chester, PA 19016, [www.transunion.com/fraud-alerts](http://www.transunion.com/fraud-alerts).

Alternatively, you may place a security freeze on your file. Security freezes will prevent new credit from being opened in your name without the use of a personal identification number or password that will be issued by the credit reporting agencies after you initiate the freeze. In order to place a security freeze, you may be required to provide the credit reporting agencies with information that identifies you. A security freeze can make it more difficult for someone to get credit in your name, but it also may delay your ability to obtain credit. The credit reporting agencies may not charge a fee to place a freeze or remove a freeze. To place a security freeze, please contact one of the agencies at:

**Equifax**, 888-298-0045, P.O. Box 105788, Atlanta, GA 30348, [www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services).

**Experian**, 888-397-3742, P.O. Box 9554, Allen, TX 75013, [www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html).

**TransUnion**, 888-909-8872, P.O. Box 160, Woodlyn, PA 19094, [www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze).

### **Additional Information**

You may find additional information about fraud alerts, security freezes, and suggestions you can take to protect yourself from identity theft or fraud by contacting the FTC or your state Attorney General.

The FTC provides suggestions for actions you may take in the event of identity theft at [www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft). You may also call the FTC for more information at 1-877-ID-THEFT (438-4338) (TTY: 1-866-653-4261), or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may also review helpful sites to learn more about medical identity theft. Helpful information may be found in the Federal Trade Commission's What to Know About Medical Identity Theft Article for consumers, which can be found at <https://consumer.ftc.gov/articles/what-know-about-medical-identity-theft>.

**For California Residents:** Visit the California Privacy Protection Agency at [www.cppa.ca.gov](http://www.cppa.ca.gov) for additional information on protection against identity theft.

**For Iowa Residents:** The Iowa Attorney General can be contacted at Consumer Protection Division, Security Breach Notifications, Office of the Attorney General of Iowa 1305 E. Walnut Street, Des Moines, Iowa 50319-0106, 515-281-5926, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov).

**For Maryland Residents:** You can find more information regarding steps to avoid identity theft from the Maryland Attorney General's Office: The Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov).

**For North Carolina Residents:** The North Carolina Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, [www.ncdoj.gov](http://www.ncdoj.gov).

**For New Mexico Residents:** You have rights under the federal Fair Credit Reporting Act ("FCRA"), which include among other things, the right to know what is in your file, to dispute incomplete or inaccurate information, and to have consumer bureaus correct or delete inaccurate, incomplete, or unverifiable information. For further information about the FCRA, visit: [http://files.consumerfinance.gov/f/201410\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201410_cfpb_summary_your-rights-under-fcra.pdf).

**For New York Residents:** The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; [www.ag.ny.gov](http://www.ag.ny.gov). The New York Department of State Division of Consumer Protection may be contacted at: Consumer Assistance Unit 99, 1-800-697-1220, Washington Ave., Albany, NY 12231, [www.dos.ny.gov/consumerprotection](http://www.dos.ny.gov/consumerprotection).

**For Oregon Residents:** You can report suspected identity theft to the Oregon Attorney General at (877) 877-9392, (503) 378-4400, Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, or at [www.doj.state.or.us](http://www.doj.state.or.us).

# KROLL

## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES<sup>1</sup>

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.

<sup>1</sup> 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.



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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

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To date, we are unaware of any actual or attempted misuse of your personal information as a result of this incident.

**What we are doing.** As soon as we learned of this situation, we immediately launched an investigation. We took steps to block unauthorized users from connecting to the affected email accounts, reset the relevant passwords, reviewed the contents of the emails in the affected email accounts to determine whether they contained personal information, and took additional measures to prevent unauthorized users from accessing employees' email accounts in the future.

colemanservices.org

Fostering recovery, building independence, and changing destinies

### Portage

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(330) 673-1347 • (800) 673-1347  
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**For more information.** We regret and apologize for any inconvenience this may cause you. If you have any questions, please call [TFN](#), Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time, excluding major U.S. holidays.

Sincerely,

*Judy Bermudez*

Judy Bermudez

VP of Human Resources & Compliance

Enclosure: Further Information and Steps You Can Take



## Further Information and Steps You Can Take

### **Filing a Police Report for Suspicious Activity**

We encourage you to remain vigilant of identity theft or fraud. You should review account statements, explanation of benefits, and credit reports and report any suspicious activity or suspected identity theft. You have the right to file a police report if you experience identity theft or fraud. If you do find suspicious activity of identity theft or fraud, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records. In addition, you should report identity theft to your state's Attorney General and to the Federal Trade Commission ("FTC"). This notice has not been delayed by law enforcement.

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You may obtain a free copy of your credit report from each of the credit bureaus once a year by visiting <http://www.annualcreditreport.com>, or calling 877-322-8228. Hearing impaired consumers can access TDD service at 877-730-4104. You may contact the nationwide credit bureaus at:

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### **Additional Information**

You may find additional information about fraud alerts, security freezes, and suggestions you can take to protect yourself from identity theft or fraud by contacting the FTC or your state Attorney General.

The FTC provides suggestions for actions you may take in the event of identity theft at [www.consumer.ftc.gov/features/feature-0014-identity-theft](http://www.consumer.ftc.gov/features/feature-0014-identity-theft). You may also call the FTC for more information at 1-877-ID-THEFT (438-4338) (TTY: 1-866-653-4261), or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

You may also review helpful sites to learn more about medical identity theft. Helpful information may be found in the Federal Trade Commission's What to Know About Medical Identity Theft Article for consumers, which can be found at <https://consumer.ftc.gov/articles/what-know-about-medical-identity-theft>.

**For California Residents:** Visit the California Privacy Protection Agency at [www.cppa.ca.gov](http://www.cppa.ca.gov) for additional information on protection against identity theft.

**For Maryland Residents:** You can find more information regarding steps to avoid identity theft from the Maryland Attorney General's Office: The Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov).

**For North Carolina Residents:** The North Carolina Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, [www.ncdoj.gov](http://www.ncdoj.gov).

**For New Mexico Residents:** You have rights under the federal Fair Credit Reporting Act ("FCRA"), which include among other things, the right to know what is in your file, to dispute incomplete or inaccurate information, and to have consumer bureaus correct or delete inaccurate, incomplete, or unverifiable information. For further information about the FCRA, visit: [http://files.consumerfinance.gov/f/201410\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201410_cfpb_summary_your-rights-under-fcra.pdf).

**For New York Residents:** The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; [www.ag.ny.gov](http://www.ag.ny.gov).

**For Oregon Residents:** You can report suspected identity theft to the Oregon Attorney General at (877) 877-9392, (503) 378-4400, Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, or at [www.doj.state.or.us](http://www.doj.state.or.us).