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CONSUMER PROTECTION

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March 29, 2019

Via Overnight Mail

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol St
Concord, NH 03301

Re: Security Incident

Dear Attorney General MacDonald:

I am writing on behalf of our client, Columbia Forest Products (“CFP”),¹ to notify you of a security incident. On October 22, 2018, CFP learned that some employee stock option payments had been paid to incorrect bank accounts. CFP promptly initiated an investigation and determined that an unauthorized individual had gained access to an employee’s email account using compromised login credentials. Using the compromised credentials, the unauthorized individual gained access to a Finance Department common directory. The unauthorized individual may have gained access to employee data within the Finance Department Common directory, including information regarding two New Hampshire residents. The personal information involved included the employees’ names and Social Security numbers. Beginning today, CFP is providing notice via postal mail to the affected individuals in substantially the same form as the enclosed letter.

Protecting employee information is a top priority for CFP. CFP has implemented enhanced security measures to further protect employee data. Additionally, CFP is providing two years of credit monitoring and identity restoration services to potentially affected employees through IDShield.

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

¹ This report does not waive CFP’s objection that New Hampshire lacks personal jurisdiction regarding the company related to this matter.

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

Attorney General Gordon MacDonald
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Sincerely,

A handwritten signature in blue ink that reads "R. L. Gainer". The signature is written in a cursive style with a large, prominent "R" and "G".

Randal L. Gainer
Partner

Enclosure



FOREST PRODUCTS™

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<Mail ID>>
<<Name 1>>
<<Name 2>>
<<Address 1>>
<<Address 2>>
<<Address 3>>
<<Address 4>>
<<Address 5>>
<<City>><<State>><<Zip>>
<<Country>>

<<Date>>

Dear <<Name 1>>:

At Columbia Forest Products, we value our employees and understand the importance of protecting your personal information. We are writing to inform you that we recently identified and addressed an incident that may have involved some of your information. This notice explains the incident, measures we have taken and some steps you can take in response.

On October 22, 2018, we determined that an unauthorized individual had gained access to an employee's email account and to a Finance Department common directory that included employees' personal information. We promptly reset the log-in credential for the email account and directory and conducted an investigation to determine what information the unauthorized individual may have accessed. After a thorough forensic investigation, we determined on December 28, 2018, that we should offer credit monitoring to our employees, because the unauthorized individual may have accessed information in the Finance Department directory that contained your and other employees' names and Social Security numbers.

Although we have no evidence that your information has been misused, we wanted to let you know that this incident occurred and assure you that we take it very seriously. We are also offering you a complimentary two-year membership in IDShield credit monitoring. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IDShield is completely free to you and enrolling in this program will not hurt your credit score. For more information on IDShield, including instructions on how to activate your complimentary membership, as well as some additional steps you can take to help protect yourself, please see the additional information provided with this letter.

We sincerely regret that this incident occurred and apologize for any inconvenience or concern. We have implemented additional security controls to further protect your information. If you have any questions, please call 855-456-5297, Monday through Friday, from 9 am to 9 pm Eastern Time.

Sincerely,

Cliff Cayer
Director, Network Operations



Your Member Number is: <<Activation Code>>

Dear <<Name 1>>:

IDShield and Columbia Forest Products have partnered to protect CFP employees!

CFP is providing IDShield monitoring, consultation, and restoration services to you and they are designed to protect your digital life. IDShield does this through peace of mind. In a world that's often uncaring and selfish, we deliver exceptional products and services that give you security and confidence. IDShield will vigilantly monitor your personal information, and if anything compromises your identity or privacy, you have access to Licensed Private Investigators for consultation and full restoration services.

It all starts with finishing the enrollment process. Please take the time to activate your service.

Visit myidshield.com to access your IDShield account and enter personal information to be monitored. You will also be able to view any alerts, your credit score and more from this site. Please login via browser before using Smartphone Apps.

Access is available via your Smart Phone or Tablet too. Download the IDShield Plus mobile app in either the [Apple App Store](http://apple.com/ios/app-store/) at apple.com/ios/app-store/ or [Google Play](http://play.google.com/store/apps) at play.google.com/store/apps to have access to your credit score, monitored information and alerts.

Moreover, remember, you have Licensed Private Investigators in the palm of your hand, so you can worry less and live more.

If you have questions or need help, reach out to our dedicated support at IDShield.

If you have a question about your membership, please contact Member Services at idshield@idshield.com, or reach us by phone at 1.800.972.9272 – Option 1 and Ask for Region 2 between 7 AM to 7 PM CT, Monday - Friday.

For U.S. employees please visit <https://idshield.mysecuredashboard.com/login> and for Canadian employees please visit <https://www.myidshield.ca/login>.

I am confident this partnership will help protect each of us at CFP, providing peace of mind in an uncertain digital world.

More Information on Ways to Protect Yourself

We remind you to remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

If you are a resident of Connecticut, Maryland, or North Carolina, you may contact and obtain information from your state attorney general at:

Connecticut Attorney General's Office, 55 Elm Street, Hartford, CT 06106 www.ct.gov/ag, 1-860-808-5318

Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202 www.oag.state.md.us, 1-888-743-0023 (toll free when calling within Maryland) 1-410-576-6300 (for calls originating outside Maryland)

North Carolina Attorney General's Office, 9001 Mail Service Center, Raleigh, NC 27699, www.ncdoj.gov, 1-919-716-6400 or toll free at 1-877-566-7226

If you are a resident of West Virginia, you have the right to ask that nationwide consumer reporting agencies place "fraud alerts" in your file to let potential creditors and others know that you may be a victim of identity theft, as described below. You also have a right to place a security freeze on your credit report, as described below.

Fraud Alerts: There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Credit Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit.

There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

Experian Security Freeze, PO Box 9554, Allen, TX 75013, www.experian.com
TransUnion Security Freeze, PO Box 2000, Chester, PA 19016, www.transunion.com
Equifax Security Freeze, PO Box 105788, Atlanta, GA 30348, www.equifax.com

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Social Security number
3. Date of birth
4. If you have moved in the past five years, provide the addresses where you have lived over the prior five years
5. Proof of current address such as a current utility bill or telephone bill
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. If you are a victim of identity theft, include a copy of the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five business days and provide you with a unique personal identification number ("PIN") or password or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, or to lift a security freeze for a specified period of time, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to the credit reporting agencies and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze as well as the identity of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must submit a request through a toll-free telephone number, a secure electronic means maintained by a credit reporting agency, or by sending a written request via regular, certified, or overnight mail to each of the three credit bureaus and include proper identification (name, address, and Social Security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have one business day after receiving your request by toll-free telephone or secure electronic means, or three business days after receiving your request by mail, to remove the security freeze.

Fair Credit Reporting Act: You also have rights under the federal Fair Credit Reporting Act, which promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. The FTC has published a list of the primary rights created by the FCRA (<https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>), and that article refers individuals seeking more information to visit www.ftc.gov/credit. The FTC's list of FCRA rights includes:

- You have the right to receive a copy of your credit report. The copy of your report must contain all the information in your file at the time of your request.
- Each of the nationwide credit reporting companies – Equifax, Experian, and TransUnion – is required to provide you with a free copy of your credit report, at your request, once every 12 months.
- You are also entitled to a free report if a company takes adverse action against you, like denying your application for credit, insurance, or employment, and you ask for your report within 60 days of receiving notice of the action. The notice will give you the name, address, and phone number of the credit reporting company. You're also entitled to one free report a year if you're unemployed and plan to look for a job within 60 days; if you're on welfare; or if your report is inaccurate because of fraud, including identity theft.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited. You must give your consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you get based on information in your credit report.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.