



Lindsay B. Nickle
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September 14, 2020

VIA ELECTRONIC MAIL

Attorney General Gordon MacDonald
Consumer Protection and Antitrust Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
Email: DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General MacDonald:

We represent Container Graphics Corporation (“Container Graphics”) a North Carolina-based company that supplies packaging workflow solutions to the brand packaging industry, in connection with a data security incident which is described in greater detail below.

1. Nature of the Security Incident

On August 24, 2020, Container Graphics discovered that its system was encrypted by a malicious malware attack. In response, we launched an investigation to determine what happened, remediate any ongoing issues, and confirm whether any individuals’ personal information may have been accessed or impacted by the attack. As a result of that investigation, we confirmed that some employee data may have been accessed by the attackers. The information that may have been impacted includes employee names, addresses, and Social Security numbers.

2. Number of New Hampshire Residents Affected.

Container Graphics notified one (1) New Hampshire resident of this data security incident via first class U.S. mail on September 14, 2020. A sample copy of the notification letter sent to the affected individuals is included with this correspondence.

3. Steps taken relating to the incident.

In response to this incident, Container Graphics added additional safeguards to minimize the chance that an incident like this could occur in the future. Container Graphics has established a toll-free call center through IDEXperts to answer any questions about the incident and address related concerns. The call center is available Monday through Friday from 9:00 am to 9:00 pm

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Eastern Standard Time at 1-800-939-4170. In addition, Container Graphics has offered twelve (12) months of complimentary credit monitoring and identity remediation services to all potentially impacted individuals.

4. Contact information.

If you have any questions or need additional information, please do not hesitate to contact me at (214) 722-7141 or via email at Lindsay.Nickle@lewisbrisbois.com.

Sincerely,



Lindsay B. Nickle of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure: Consumer Notification Letter



C/O ID Experts
 10300 SW Greenburg Rd., Suite 570
 Portland, OR 97223

To Enroll, Please Call:
 1-800-939-4170
 Or Visit:
<https://app.myidcare.com/account-creation/protect>
 Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
 <<Address1>> <<Address2>>
 <<City>>, <<State>> <<Zip>>

September 14, 2020

Re: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

I am writing on behalf of Container Graphics Corporation (“Container Graphics”) to inform you of a potential data security incident that may have involved your personal information. Container Graphics takes the privacy and security of sensitive information very seriously. This is why I am notifying you of the incident and informing you about steps you can take to protect your personal information and resources we are making available to assist you.

What Happened. On August 24, 2020, Container Graphics discovered that its system was encrypted by a malicious malware attack. In response, we launched an internal investigation to help us determine what happened, remediate any ongoing issues, and confirm whether any individuals’ personal information may have been accessed or impacted by the attack. As result of that investigation, we confirmed that some employee data may have been accessed by the attackers.

What Information Was Involved? Based on our investigation, the affected personal information may include your name, address, and Social Security number.

What We Are Doing? As soon as we discovered the incident, we took the steps described above. In addition, based on the findings of the investigation, we have added additional safeguards to minimize the chance that an incident like this could occur in the future. Also, we are offering you free identity monitoring and identity recovery services for 12 months through ID Experts. These services include 12 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

To receive the credit monitoring services, you must be over the age of 18, have established credit in the United States, have a Social Security number in your name, and have a United States residential address associated with your credit file. Please note that the deadline to enroll in the monitoring services is December 14, 2020.

What You Can Do. We recommend that you review the guidance included with this letter about how to help protect your information. You can also contact ID Experts with any questions and to enroll in the free credit monitoring services by calling 1-800-939-4170 or by going to <https://app.myidcare.com/account-creation/protect>.

For More Information. We sincerely apologize for any concern this situation may cause you. If you have any questions, please call 1-800-939-4170 Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time.

Sincerely,

Neil B. Saunders
 President
 Container Graphics Corporation

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

TransUnion	Experian	Equifax	Free Annual Report
P.O. Box 1000	P.O. Box 9532	P.O. Box 105851	P.O. Box 105281
Chester, PA19016	Allen, TX 75013	Atlanta, GA 30348	Atlanta, GA 30348
1-800-909-8872	1-888-397-3742	1-800-685-1111	1-877-322-8228
www.transunion.com	www.experian.com	www.equifax.com	www.annualcreditreport.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Contact information for the FTC is: **Federal Trade Commission**, 600 Pennsylvania Ave, NW, Washington, DC 20580, www.consumer.ftc.gov or www.ftc.gov/idtheft, 1-877-438-4338. Residents of New York, Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

New York Attorney General	Maryland Attorney General	North Carolina Attorney General	Rhode Island Attorney General
Bureau of Internet and Technology Resources 28 Liberty Street New York, NY 10005 ifraud@ag.ny.gov 1-212-416-8433	200 St. Paul Place Baltimore, MD 21202 oag.state.md.us 1-888-743-0023	9001 Mail Service Center Raleigh, NC 27699 ncdoj.gov 1-877-566-7226	150 South Main Street Providence, RI 02903 http://www.riag.ri.gov 401-274-4400

You also have certain rights under the Fair Credit Reporting Act (FCRA): these rights include knowing what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights under the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.