

September 9, 2022

Via First Class Mail

Attorney General John Formella
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

Re: Data Security Incident

Dear Attorney General Formella:

FisherBroyles, LLP represents CORE Cashless (“CORE”), located at 9111 Barton St., Overland Park, KS 66214, with respect to a data security incident described in more detail below. CORE is a third-party agent of its merchant clients and while the investigation remains ongoing, CORE is providing your office with preliminary notice of the incident and has attached a list of the potentially impacted CORE clients whose customers’ PII was potentially compromised as a result of the incident. CORE takes the security and privacy of its clients’ customer information seriously and has taken steps to prevent a similar incident from occurring in the future.

1. Description of the Incident.

Based in Overland Park, Kansas, CORE provides private debit card, payments and loyalty/membership systems for the entertainment industry, including amusement parks, waterparks, family entertainment facilities, arcades, events and attractions. On or about July 28, 2022, CORE was notified by the Secret Service that it had identified payment card numbers for sale on the dark web that had a common purchase point with CORE. Upon notice from the Secret Service, CORE immediately conducted an internal investigation of the incident and has since engaged third-party experts to conduct a forensic investigation to determine what occurred and what information was potentially impacted. While the forensic investigation remains ongoing, it is preliminary believed that on or about January 29, 2022, a SQL injection was used to activate a previously deactivated administrator user account and change its password. This permitted the threat actor to install backdoor access tools and implement “skimmers” that captured text inputted into online web payment portals of certain CORE clients. We note that despite the threat actor capturing such information, CORE does not collect, store or otherwise maintain customer data inputted into its clients’ web portals but provides a “passthrough” service.

Based upon the information currently available, we understand the potentially compromised data elements may include card holder names, billing addresses, email addresses, phone numbers and payment card data. Based upon information currently available, it appears this incident is limited

to online web portal customers of approximately forty-five (45) of CORE's clients (please see **Exhibit A**).

2. Number of New Hampshire residents affected.

As the investigation remains ongoing, the impacted notice population has not yet been identified. We note that as CORE's clients operate across the US and serve tourist populations, we are providing preliminary notice out of an abundance of caution and in anticipation that the incident potentially impacted New Hampshire residents.

3. Steps taken.

Upon understanding the scope of the incident, CORE took steps to secure its environment and the incident was contained on or before July 31, 2022. CORE continues to work with cybersecurity counsel and a third-party forensic vendor to investigate how the Incident occurred and what information was potentially compromised. CORE is committed to ensuring the security of all information in its control and is taking steps to prevent a similar event from occurring in the future. Additionally, upon the identification of impacted individuals, CORE intends to offer all notified New Hampshire residents complimentary identity theft and credit monitoring services for twelve (12) months.

4. Contact information.

CORE remains dedicated to protecting the sensitive information of its clients' customers and intends to supplement this notice upon the completion of the forensic investigation and the issuing of notice letters to impacted residents. In the interim, if you have any questions or need additional information, please do not hesitate to contact me at Richard.Reiter@fisherbroyles.com or (914) 523-2976.

Very truly yours,

Richard Reiter, Partner
FisherBroyles, LLP

EXHIBIT A

CORE Cashless Impacted Merchants	Address 1	Address 2	Town	State	Zip	County
Funtasticks Tucson	221 E Wetmore		Tucson	AZ	85705	USA
APEX Boomers Livermore	18575 Jamboree Road	Suite 600	Irvine	CA	92612	USA
Apex Parks Group, LLC, Boomers Irvine	18575 Jamboree Road	Suite 600	Irvine	CA	92612	USA
Apex Parks Group, LLC: Big Kahunas	18575 Jamboree Road	Suite 600	Irvine	CA	92612	USA
Apex Parks Group, LLC: Boomers Boca Raton	18575 Jamboree Road	Suite 600	Irvine	CA	92612	USA
Apex Parks Group, LLC: Boomers Modesto	18575 Jamboree Road	Suite 600	Irvine	CA	92612	USA
Apex Parks Group, LLC: Boomers Santa Maria	18575 Jamboree Road	Suite 600	Irvine	CA	92612	USA
APEX SpeedZone LA	18575 Jamboree Road	Suite 600	Irvine	CA	92612	USA
Fairytale Town	3901 Land Park Drive		Sacramento	CA	95822	USA
WaterWorks Park	151 North Boulder Dr.		Redding	CA	96003	USA
Quassy Amusement Park	2132 Middlebury Rd	P.O. Box 887	Middlebury	CT	06762	USA
Baytowne Adventure Zone	9100 Baytowne Blvd.		Mimamar Beach	FL	32550	USA
Fun Spot America, Kissimmee	5551 Del Verde Way		Orlando	FL	32819	USA
Fun Spot American: Orlando	5700 Fun Spot Way		Orlando	FL	32819	USA
Shipwreck Island Water Park	12201 Hutchison Boulevard		Panama City	FL	32407	USA
Fun Spot Atlanta	1675 HWY 85 N		Fayetteville	GA	30214	USA
Clementon Park Holding, LLC	5224 E Indiana Beach		Monticello	IN	47960	USA
Indiana Beach	5224 E Indiana Beach Rd.		Onticello	IN	47960	USA
Parrot Cove	1911 E Kansas Ave		Garden City	KS	67846	USA
Como Town Amusement Park	1301 Midway Pkwy		St Paul	MN	55103	USA
The Track Branson OpCo, LLC: The Tracks	3388 Green Mountian Dr.		Branson	MO	65616	USA
The Track Branson OpCo, LLC: Xtreme Racing Branson	3388 Green Mountian Dr.		Branson	MO	65616	USA
The Amazing Pizza Machine	2601 South 70th St.		Lincoln	NE	68506	USA
Casino Beach Pier LLC	800 Ocean Terrace		Seaside Heights	NJ	08751	USA
Jenkinson's South Inc.	500 Boardwalk		Point Pleasant	NJ	08742	USA
Cliff's Amusement Park	4800 Osuna Road NE		Albuquerque	NM	97109	USA
Cowabunga Bay Las Vegas	900 Galleria Drive		Henderson	NV	89011	USA
Adventureland	2245 Broad Hollow Road		Farmingdale	NY	11735	USA
Enchanted Forest Water Safari	3183 State Rt. 28		Old Forge	NY	13420	USA
White Post Farms	250 Old Country Rd		Melville	NY	11747	USA
Water-Zoo	P.O. Box 8		Clinton	OK	73601	USA
Centreville Amusement Park	84 Advance Road		Etobicoke	ON	M8Z 2 TK	CANADA
HOCO Entertainment & Resorts, Clifton Hill	4960 Clifton Hill		Niagara Falls	ON	L2E 6 S8	CANADA
Arnold's Family Fun Center, Valley Forge Promotions	PO Box 1221		Oaks	PA	19456	USA

Arnold's Family Fun Center, Valley Forge Promotions: Amercian Treasure Tour Museum	PO Box 1221		Oaks	PA	19456	USA
Waldameer	Waldameer Park	P.O. Box 8308	Erie	PA	16505	USA
Hawaiian Falls Mansfield	490 Heritage Pkwy S		Mansfield	TX	76063	USA
Hawaiian Falls Roanoke	290 W Byron Nelson Blvd.		Roanoke	TX	76262	USA
Hawaiian Falls Waco	900 Lake Shore Dr		Waco	TX	76708	USA
Hurricane Alley, Ltd.	702 East Port Ave		Corpus Christi	TX	78401	USA
iTZ Euless	1201 W. Airport Freeway	Suite 400	Euless	TX	76040	USA
iTZ Houston	310 Harvest Hill Road	Suite 200	Dallas	TX	75230	USA
iTZ Pasadena	5950 Fairmont Pkwy.		Pasadena	TX	77505	USA
Wonderland Amusement Park, Inc.	P.O. BOX 2509		Amarillo	TX	79105	USA
Cowabunga Bay Waterpark, Utah	12047 S State Street		Draper	UT	84020	USA

***** DRAFT NOTICE LETTER *****
TO BE ISSUED UPON THE COMPLETION OF THE FORENSIC INVESTIGATION AND IDENTIFICATION OF IMPACTED INDIVIDUALS

<<LOGO>>

Return Mail to Kroll
<<Notification Vendor Return Address>>

Via First-Class Mail

<<First Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

<<DATE>>

Notice of Data Incident

Dear <<First Name>> <<Last Name>>:

CORE Cashless, LLC recently experienced a data security incident which may have affected your personal information. We take the protection and proper use of your information seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains additional information about the incident, our response to this incident, and steps you can take to safeguard your information.

What Happened

On or about July 28, 2022, CORE Cashless, LLC became aware of a compromise to its environment, which may have resulted in the inadvertent exposure of sensitive information of individuals who processed their payment card through the websites of certain CORE Cashless, LLC's clients, including <<Impacted Merchant>>. We have since worked diligently to determine what happened and what information was involved as a result of this incident.

What Information Was Involved

A forensic investigation determined that an unauthorized individual gained access to CORE Cashless, LLC's environment on January 29, 2022, which may have permitted the unauthorized individual to access information inputted into certain online payment portals, including that of <<Impacted Merchant>>, between February 2, 2022 and July 30, 2022. The elements of your personal information that may have been compromised included, and potentially were not limited to your: name, address, and payment card information.

What We Are Doing

We are working with cybersecurity counsel to determine the actions to take in response to the incident. Together, we continue to investigate and closely monitor the situation. Further, we are taking steps to strengthen our security posture to prevent a similar event from occurring again in the future.

In addition, we are providing you with access to identity monitoring services at no charge for <<twelve (12)/eighteen (18)/twenty-four (24)>> months (please find instructions below).

What You Can Do

Out of an abundance of caution, we have arranged for you to activate, at no cost to you, identity monitoring service for <<twelve (12)/eighteen (18)/twenty-four (24)>> months provided by Kroll. Kroll is a global leader in

CORE Cashless, LLC | 9111 Barton St., Overland Park, KS 66214

risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your credit and identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

How to Activate:

Visit <https://enroll.krollmonitoring.com/redeem> to activate and take advantage of your identity monitoring services. Provide your Activation Code: <<Insert Membership Number>> and your Verification ID: <<Insert Unique Verification ID>>. For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Please note that to activate monitoring services, you may be required to provide your name, date of birth, and Social Security number through Kroll's automated system. The services to be provided by Kroll include:

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 can help you determine if it's 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 can dig deep to uncover the scope of the identity theft, and then work to resolve it.

You can sign up for the monitoring services anytime between now and <<deadline>>. Due to privacy laws, we cannot register you directly. Please note that the identity monitoring services might not be available for individuals who do not have a credit file with the credit bureaus or an address in the United States (or its territories) and a valid Social Security number. Activating this service will not affect your credit score.

We encourage you to remain vigilant, monitor your accounts, and immediately report any suspicious activity or suspected misuse of your personal information. We also recommend that you review the following page, which contains important additional information about steps you can take to safeguard your personal information, such as the implementation of fraud alerts and security freezes.

For More Information

Please know that the protection of your personal information is a top priority, and we sincerely apologize for any concern or inconvenience that this matter may cause you. If you have any questions, please do not hesitate to call <<call center number>>, Monday – Friday, <<call center hours>>.

Sincerely,

CORE Cashless, LLC

Additional Important Information

For residents of Hawaii, Michigan, Missouri, North Carolina, Vermont, Virginia, and Wyoming: 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 Maryland, Rhode Island, Illinois, New York, and North Carolina: You can obtain information from the Maryland and North Carolina 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>

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

equifax.com/personal/credit-report-services/

1-800-349-9960

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

experian.com/freeze/center.html

1-888-397-3742

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

transunion.com/credit-freeze

1-888-909-8872

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