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RECEIVED

AUG 10 2020

CONSUMER PROTECTION

KAREN PAINTER RANDALL
Partner
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August 7, 2020

VIA FEDERAL EXPRESS

NH Department of Justice
Gordon J. MacDonald, Attorney General
33 Capitol Street
Concord, NH 03301

Re: Corrado Advisors, LLC - Notice of Data Security Incident

Dear Attorney General MacDonald:

This firm represents Corrado Advisors, LLC ("CFG"), relevant to the above referenced matter. Pursuant to New Hampshire law, we are writing to notify you of a data security incident involving the personal information of one (1) New Hampshire resident.

CFG is located at 48 South Franklin Avenue, Ramsey, New Jersey 07446. On April 17, 2020, an employee of CFG resigned from the company. Subsequently, through an investigation, it was determined on June 12, 2020, that upon leaving the individual took personal information relevant to CFG clients without authorization. The following personal information was involved: first and last name, date of birth, and Social Security number.

Upon learning of the incident, CFG immediately conducted an investigation, including retaining a forensic firm, to determine the scope and extent of any unauthorized access. Additionally, CFG obtained a Court Order compelling the return of any information taken without authorization by this individual. Further, CFG has implemented, and continues to implement, steps to evaluate its controls and protections as they relate to protecting its client's personal information accessed by employees.

Although, to date, CFG is unaware of any actual or attempted misuse of this New Hampshire resident's personal information, CFG is sending notification letters to this individual out of an abundance of caution. In furtherance of same, CFG has secured the services of Kroll, a Division of Duff & Phelps, to provide credit monitoring as well as other identity theft protection services at no cost to this individual for eighteen (18) months. 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. A template copy of the notification letter, which was sent, via U.S. mail, on August 7, 2020, is enclosed for your reference.

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Should you require any additional information, please do not hesitate to contact me.

Very truly yours,

CONNELL FOLEY LLP



KAREN PAINTER RANDALL

KPR/sak
Enclosure



**CORRADO
FINANCIAL
GROUP**

August 7, 2020

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

Notice of Data Security Incident

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Corrado Advisors, LLC ("CFG") values and respects the security and privacy of your information, which is why we are writing to let you know about a data security incident involving some of your personal information. While there is currently no indication that the information has been misused, we are providing you with details regarding the incident, measures we have taken, and what you may do to help protect your personal information should you feel it appropriate to do so.

What happened?

On April 17, 2020, an employee of CFG resigned from the company. Subsequently, through an investigation, it was determined on June 12, 2020, that upon leaving the individual took personal information relevant to CFG clients without authorization.

What information was involved?

Although to date, CFG is unaware of any actual or attempted misuse of your personal information by the individual, CFG is notifying you out of an abundance of caution because the following personal information belonging to you was involved: first and last name, date of birth, and Social Security number.

What we are doing.

Upon learning of the incident, CFG immediately conducted an investigation, including retaining a forensic firm, to determine the scope and extent of any unauthorized access. Additionally, CFG obtained a Court Order compelling the return of any information taken without authorization by this individual. CFG has implemented and continues to implement, steps to evaluate its controls and protections as they related to protecting its client's personal information accessed by employees.

To help relieve any concerns following this incident, we have secured the services of Kroll to provide identity monitoring services at no cost to you for eighteen (18) months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained a loss of confidential data. Your identity monitoring services include Credit Monitoring, a Current Credit Report, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

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

*You have until **November 6, 2020** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

Additional information describing these services is included with this letter.

What you can do.

We encourage you to take advantage of the identity monitoring services being offered. Also, please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. Furthermore, please remain vigilant in reviewing your account statements and monitoring free credit reports. It is recommended that you regularly review credit card account statements and your credit report for unauthorized activity. If you detect any suspicious activity on an account, we recommend that you contact your issuing bank immediately to freeze or close the account.

For more information.

If you have questions, please call 1-844-925-2458, Monday through Friday from 9:00 a.m. to 6:30 p.m. Eastern Time. Please have your membership number ready.

Protecting your information is important to CFG. We trust that the services we are offering to you demonstrate our continued commitment to your security. Thank you again for your patience and understanding as we work through this incident.

Sincerely,

Mark Corrado

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685 1111

Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 119016, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual 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 from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

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 one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have 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.

Security Freeze. You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

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 may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, 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 5 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, and display your name, current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. 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 home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

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

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

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; <https://ag.ny.gov/>.

For Connecticut residents: You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag.

For Massachusetts residents: You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, www.mass.gov/ago/contact-us.html

Reporting of identity theft and obtaining a police report.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Massachusetts residents: You have the right to obtain a police report if you are a victim of identity theft.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

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

Triple Bureau Credit Monitoring and Single Bureau Credit Report

Your current credit report is available for you to review. You will also receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will 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.

Web Watcher

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

Public Persona

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you'll receive an alert.

Quick Cash Scan

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

\$1 Million Identity Fraud Loss Reimbursement

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

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.