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BakerHostetler

CONSUMER PROTECTION

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January 20, 2021

VIA OVERNIGHT MAIL

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

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, The Corsi Group, Inc (“The Corsi Group”), to notify you of a security incident involving four New Hampshire residents. The Corsi Group is a cabinet manufacturer with headquarters in Indianapolis, Indiana.

The Corsi Group has conducted an investigation involving unauthorized access to one employee’s email account. Upon first learning of the potential access on November 16, 2020. The Corsi Group immediately took measures to secure the email account and launched an investigation with the assistance of a professional security firm to determine the nature and scope of the incident. Through the investigation, The Corsi Group determined that an unauthorized party had accessed the email account at various times between November 6, 2020 and November 19, 2020, but was unable to determine whether any emails or attachments were actually viewed during that time. The Corsi Group performed a review of the mailbox messages that could have been viewed by the unauthorized party, and on December 18, 2020, determined that information stored in the email account contained personal information of certain individuals. Four of these individuals were subsequently confirmed to be New Hampshire residents whose information includes their names and Social Security number.

Beginning today, January 20, 2021, The Corsi Group is providing written notice to the New Hampshire residents via First Class U.S. Mail.¹ A sample copy of the notification letter is enclosed. The Corsi Group is offering the New Hampshire residents a complimentary one-year

¹ This report does not waive The Corsi Group’s objection that New Hampshire lacks personal jurisdiction over it related to any claims that may arise from this incident.

January 20, 2021

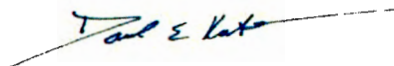
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membership in credit monitoring and identity theft protection services through Kroll. The Corsi Group has also established a dedicated call center where all individuals may obtain more information regarding the incident.

To further protect personal information, The Corsi Group is taking steps to enhance its existing security protocols and re-educating its staff for awareness of these types of incidents.

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

Sincerely,

A handwritten signature in blue ink that reads "David E. Kitchen". The signature is written in a cursive style and is positioned above the typed name.

David E. Kitchen
Partner

Enclosure

The CORSI Group

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

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

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

At The Corsi Group, we understand the importance of protecting and securing the personal information that we maintain. I am writing to inform you of 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.

We have conducted an investigation involving unauthorized access to one of our employee's email account. Upon first learning of the unauthorized access, we immediately took steps to secure the employee's email account and began an investigation. The investigation determined that an unauthorized person had access to the contents of the employee's account at various times between November 6, 2020 and November 19, 2020. The investigation did not determine whether the unauthorized individual viewed or acquired any contents in the account; however, we were not able to rule out that possibility. We searched the contents of the account to identify documents containing personal information that may have been viewed or acquired and on December 18, 2020, we determined that an email or attachment contained your <<b2b_text_1(DataElements)>>.

Although we do not know that your information was viewed or acquired, and we have no indication that your information has been misused, we encourage you to remain vigilant by reviewing your account statements and credit reports for any unauthorized activity. As an added precaution, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. For more information on identity theft prevention and Kroll Identity Monitoring, including instructions on how to activate your complimentary one-year membership, please visit the below website:

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

You have until **April 15, 2021** to activate your identity monitoring services.

Membership Number: <<Member ID>>

Your confidence and trust are important to us, and we regret any inconvenience or concern this incident may cause. To help further protect against an incident like this, we are taking steps to enhance our existing security protocols and re-educating our staff for awareness on these types of incidents. If you have any questions, please call 1-855-526-1143, Monday through Friday from 8:00 A.M. through 5:30 P.M. Central Time.

Sincerely,



Adrian Robinson
Executive Vice President & CFO

TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

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

Triple Bureau Credit Monitoring

You will 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.

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.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be 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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general 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 one year. 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.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? 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

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Additional information for residents of the following states:

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: This incident involves 2 individuals in Rhode Island. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov

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 above. You also have a right to place a security freeze on your credit report, as described above.