

January 30, 2024

Via email: DOJ-CPB@doj.nh.gov

Attn: Attorney General John M. Formella
NH Department of Justice
Office of the Attorney General
1 Granite Place South
Concord, NH 03301

RE: Reporting of Data Security Incident

We are informing you of a recent data security incident (“Matter”) that concerned the personal information (collectively the “Information”) of individuals associated with our client, Crago, Inc. d/b/a PrintingCenterUSA (“PrintingCenterUSA” or “company”).

What Happened?

On or about January 5, 2024, PriningCenterUSA learned that an unauthorized third party captured certain credit card information entered onto its website from September 27, 2023, to November 23, 2023. In response to the Matter, we engaged our incident response team, notified credit card brands and law enforcement, and stopped any unauthorized access. Our investigation revealed that some data may have been impacted. Therefore, as required under state breach notification laws, PrintingCenterUSA will provide notice to the affected individuals. The total number of affected individuals was 3,159. Of the total, 24 individuals are New Hampshire residents. Written notice to affected individuals will be mailed on January 31, 2024.

What Information was Involved?



What Mitigation Steps Were Taken?

Upon learning of the Matter, as set forth above, PrintingCenterUSA engaged their incident response team, which investigated the Matter and took several risk mitigation steps. In addition, PrintingCenterUSA engaged data security professionals and experts to assist in the investigation. Credit monitoring services were also secured to provide identity and credit monitoring services for a term of _____ to all impacted individuals.

Annexed hereto is a redacted copy of the notification letter that will be mailed to the impacted New Hampshire residents. Should you have any questions, please contact me at _____.

By

Gina M. Rodriguez, Esq.
Incident Response Attorney

Crago, Inc. d/b/a PrintingCenterUSA

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

January 31, 2024

Dear [REDACTED]

Please read this letter in its entirety.

We write to inform you of a recent data security incident (“Matter”) that may concern some of your personal information (collectively the “Information”). We are sharing what we know about the Matter, our response to it, and steps you can take to help protect your Information.

What Happened?

On January 5, 2024, we learned that an unauthorized third party captured certain credit card information entered on our website (“Matter”) from September 27, 2023, to November 23, 2023. In response to the Matter, we engaged our incident response team, notified credit card brands and law enforcement, and stopped any unauthorized access. Our investigation revealed that some data, including your Information, may have been impacted, which is why we are notifying you of the Matter.

What Information Was Involved?

The Information that might be impacted includes:

What Are We Doing?

In response to the Matter, we engaged our incident response team and data security professionals and experts to assist.

Because we value your business, we are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services are being provided to you for [REDACTED] from the date of enrollment. You will be alerted as to any changes to your credit file on the same day that the change or update takes place with the Bureau. Additionally, we are providing you with assistance to help with any questions that you might have about the Matter. These services will be provided by CyberScout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

How Do I Activate The No Cost Services?

To activate the credit monitoring services at no charge, please visit [REDACTED] and follow the instructions provided. When prompted please provide the following unique code to receive services: Provide Your Activation Code: [REDACTED]

To receive the monitoring services described above, you must activate within ninety (90) days from the date of this letter. To receive these services, you must have an internet connection and e-mail account. These services may not be available to minors under the age of 18 years of age. Please note that when activating your monitoring services, you may be asked to verify Information to confirm your identity. You must activate your identity monitoring services by [REDACTED]. Your Activation Code will not work after this date.

What Can You Do?

We encourage you to remain vigilant in reviewing your Information, such as reviewing your account statements, and monitor credit reports for any suspicious activity. We also encourage you activate the no cost identity monitoring services. Please note that you must activate directly. We are unable to activate these services for you.

For More Information.

Representatives are available for 90 days from the date of this letter between the hours of 8:00 A.M. to 8:00 P.M. ET, Monday through Friday, excluding holidays. Please call [REDACTED] and supply the call representative your unique code listed above. While the call center representatives should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with our office regarding this Matter. If so, please call .

We apologize for any inconvenience this may have caused.

Sincerely,

Kevin Evans
Account Services Director
Crago, Inc. d/b/a PrintingCenterUSA
117 9th Street North
Great Falls, MT 59401