



Alex Mulyar
Chief Executive Officer
CRI Genetics, LLC
2425 Olympic Blvd, Suite 4000
Santa Monica, CA 90404

May 13, 2021

Via e-mail (attorneygeneral@doj.nh.gov)

Attorney General John Formella
New Hampshire Attorney General
Department of Justice
33 Capitol Street
Concord, New Hampshire 03301

RE: Notification of a personal data breach affecting New Hampshire residents

To Whom It May Concern:

We are writing to notify you of a personal data breach involving five individuals in New Hampshire who are customers of CRI Genetics, LLC ("CRI Genetics" OR "the Company").

Description of the breach

CRI Genetics utilizes 1ShoppingCart.com ("1ShoppingCart") to process payments made through the Company's websites. On September 15, 1ShoppingCart notified CRI Genetics that an unauthorized third party accessed 1ShoppingCart's systems and may have collected payment card information regarding transactions placed on the Company's websites between August 6, 2020 and August 22, 2020.

The Company has been working with 1ShoppingCart to obtain additional information about the event, and 1ShoppingCart has confirmed that unauthorized access to its systems occurred, potentially involving the following information: name, address, phone number, email address, and payment card (credit/debit card number, CVV code, and expiration date). No other personal information was affected.

Notice to New Hampshire residents

The Company is sending, via priority mail, notification letters to the affected New Hampshire residents, including information about how they can protect themselves against potential fraud and identity theft (though the risk of that is low here) and contact information if they have any questions regarding the incident. The Company is sending these letters on May 14, 2021. Please see the attached sample of the notice that is being mailed to the affected New Hampshire residents.

Yours sincerely,

/s/ Alex Mulyar

Alex Mulyar
For and on behalf of CRI Genetics

Enclosure



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

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

May 14, 2021

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

Notification of a Personal Data Breach

We are writing to alert you to a security breach by the third-party payment processor that we use that involved the potential compromise of your personal data related to credit card and payment information.

On September 15, 2021, we were notified by 1ShoppingCart, a third party that we use to process payments for purchases made on our website, that they discovered evidence that a subset of orders placed incurred unauthorized access through their systems. This event did not involve any of CRI's own systems, but was limited to certain data processed by 1ShoppingCart, including name, address, payment card number, CVV, and expiration date for a portion of transactions of approximately 700 CRI website customers between August 6 – 21, 2020.

To be clear, this event was limited to the payment card data identified above, and in no way involved genetic data, which is maintained securely in CRI's own systems and was not subject to unauthorized access, or affected in any way by this event.

- 1ShoppingCart hired a forensics firm to conduct an investigation, notified law enforcement and the credit card companies so they could be alerted, and took additional measures to secure its environment. They did not find evidence that any personal information was taken from the system, but because of the unauthorized access, we wanted to be sure you were aware as well. We have taken additional steps as well to mitigate potential risk associated with this event, including coordinating with this payment processor on this event, and following up with them to confirm they have implemented additional safeguards to prevent a recurrence.

As in any event, it is a good practice to monitor your payment accounts for unauthorized purchases. If you detect any suspicious activity, you should promptly notify the financial institution or company with which the account is maintained. Please see additional information provided below.

We encourage you to contact IDX with any questions by calling 1-800-939-4170. IDX representatives are available Monday through Friday from 6 am - 6 pm Pacific Time. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

Yours sincerely,

Alex Mulyar
For and on behalf of CRI Genetics, LLC

Alex Mulyar
Chief Executive Officer
CRI Genetics, LLC
2425 Olympic Blvd, Suite 4000
Santa Monica, CA 90404

Steps You Can Take To Further Protect Your Information

Review Your Account Statements

As a precautionary measure, we recommend that you review 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, or the Federal Trade Commission. In some states, you may also obtain a police report regarding this incident.

Credit Report Monitoring

You may obtain a free copy of your credit report from each of the 3 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 a copy of the request form at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>. Or you can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies shown below.

Equifax (800) 685-1111 www.equifax.com P.O. Box 740241 Atlanta, GA 30374	Experian (888) 397-3742 www.experian.com 535 Anton Blvd., Suite 100 Costa Mesa, CA 92626	TransUnion (800) 888-4213 www.transunion.com 2 Baldwin Place P.O. Box 1000 Chester, PA 19022
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Additional Free Resources on Identity Theft

You may wish to review the tips provided by the Federal Trade Commission on how to avoid identity theft. For more information from the FTC, please visit <http://www.ftc.gov/idtheft> or call 1-877-ID-THEFT (877-438-4338). [Maryland residents may also wish to review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.oag.state.md.us/idtheft>, or by sending an email to idtheft@oag.state.md.us, or calling 410-576-6491.] [North Carolina residents may wish to review information provided by the North Carolina Attorney General at <http://www.ncdoj.gov>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, North Carolina 27699.] [Rhode Island residents may wish to review information provided by the Rhode Island Attorney General at <http://www.riag.ri.gov>, or by calling 401-274-4400.] [New Mexico residents have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.] [District of Columbia residents may contact the Attorney General for the District of Columbia at 441 4th Street NW, Suite 1100 South, Washington, D.C. 20001; <https://oag.dc.gov>, or by calling (202) 727-3400.] [New York residents may contact the Office of the Attorney General at The Capitol, Albany, NY 12224-0341, <https://ag.ny.gov/>, or by calling 1-800-771-7755.] [Oregon residents may contact the Oregon Department of Justice at 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us, or by calling 877-877-9392.]

Consider Placing a Fraud Alert

You may consider placing a fraud alert on your credit report. This fraud alert statement 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>.

Consider Placing a Security Freeze

In some U.S. states, you have the right to put a security freeze on your credit file. 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. Additionally, if you request a security freeze from a consumer reporting agency, there may be a fee up to \$10 to place, lift, or remove the security freeze; however, this fee may be less in certain states (in MA, up to \$5). 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, a recent utility bill, bank statement, or insurance statement, and, if you are a victim of identity theft, a copy of the police report, investigative report, or complaint to a law enforcement agency. You must separately place a security freeze on your credit file with each credit reporting agency by sending a written request to:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000
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