MULLEN COUGHLIN LLC
ATTORNEYS AT LAW

RECEIVED
MAR 02 2023
CONSUMER PROTECTION

426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

February 24, 2023

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

To Whom It May Concern:

We represent Crystal Bay Casino, located at 14 State Route 28, Crystal Bay, NV 89402, and write to notify your office of an incident that may certain personal information relating to approximately one hundred thirteen (113) New Hampshire residents. This notice may be supplemented if any new, significant facts are learned subsequent to its submission. By providing this notice, Crystal Bay Casino does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

In November 2022, Crystal Bay Casino detected suspicious activity on certain systems within its network. Upon learning of this activity, Crystal Bay Casino took prompt steps to confirm the security of its systems and also initiated a comprehensive investigation into the issue. The investigation determined that certain files may have been copied from the system as part of the incident. As such, Crystal Bay Casino undertook a diligent review of the relevant file to determine what information was present and to whom it relates. On February 7, 2023, this review identified certain personal information was present in the relevant files. As this review was ongoing, on January 25, 2023, the investigation determined some database information may have also been copied from the system as part of the incident. The investigation further determined this copying activity occurred on or around November 27, 2022. Based on these findings, Crystal Bay Casino promptly reviewed the relevant database to identify what information was present, to whom that information related, and contact information for those individuals. Through its file and database reviews, Crystal Bay Casino determined the potentially affected information includes

Notice to New Hampshire Residents

On February 24, 2022, Crystal Bay Casino began providing written notice of this incident to approximately one hundred thirteen (113) New Hampshire residents. Written notice is being provided in similar form as the letter attached here as ***Exhibit A***.

Other Steps Taken and To Be Taken

Upon identifying unusual system activity, Crystal Bay Casino promptly took steps to secure its network and commence a comprehensive forensic investigation into the incident. Further, Crystal Bay Casino reported the incident to law enforcement and is aware of and cooperating with law enforcement's ongoing investigation in response to this event. Crystal Bay Casino is also providing written notice of this incident to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Further, Crystal Bay Casino is providing access to credit monitoring services to individuals whose personal information was potentially affected by this incident, at no cost to these individuals. It is also providing potentially affected individuals with guidance on how to better protect against identity theft and fraud, including information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at .

Very truly yours,

M. Alexandra Belton of
MULLEN COUGHLIN LLC

MABB/rhb
Enclosure

EXHIBIT A

P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
1-833-753-4563
Or Visit:
https://app.idx.us/account-creation/protect
Enrollment Code: <<Enrollment Code>>

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

February 24, 2023

RE: <<Variable Data 1>>

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

Crystal Bay Casino writes to make you aware of a recent incident that may affect some of your information. We are providing you with information about the incident, our response to it, and resources available to you to help protect your information, should you feel it appropriate to do so. We are also offering you access to complimentary credit monitoring services at no cost. Enrollment instructions are on the following pages.

What Happened? In November 2022, we identified unusual activity on certain systems within our network. Upon learning of this activity, we took prompt steps to confirm the security of our systems and also initiated a comprehensive investigation into the issue. The investigation determined that certain files may have been copied from the system on or around November 27, 2022 as part of the incident. As such, Crystal Bay Casino undertook a diligent review of the relevant files to determine what information was present and to whom it relates. On January 25, 2023, our investigation further determined some database information may have been copied from our system as part of the incident. Based on these findings, we also promptly reviewed the relevant database to identify what information was present, to whom that information related, and contact information for those individuals. You are receiving this letter because we determined that some of your information was in the relevant files.

What Information Was Involved? We determined the potentially affected information includes your

What We Are Doing. Upon becoming aware of this incident, we promptly initiated a comprehensive investigation. We also reported the activity to the FBI. We continue to assess our network security, including reviewing and enhancing policies and procedures as appropriate. As an added precaution, we are offering you access to <<12/24>> months of complimentary credit monitoring services. Enrollment instructions are included in the *Steps You Can Take To Help Protect Personal Information* section below.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. We also encourage you to review the information contained in the *Steps You Can Take To Help Protect Personal Information* section below and to enroll in the complimentary credit monitoring services we are offering.

For More Information. If you have additional questions, please call our dedicated assistance line at , which is available from 9:00 AM to 9:00 PM EST Monday through Friday (excluding major U.S. holidays).

Sincerely,

Crystal Bay Casino

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Activate Complimentary Identity Monitoring Services

We encourage you to enroll in free IDX identity protection services by going to https://app.idx.us/account-creation/protect or calling 1-833-753-4563 and using your unique Enrollment Code provided above. IDX representatives are available Monday through Friday from 9:00 AM to 9:00 PM EST. **Please note the deadline to enroll is**

1. Website and Enrollment. Go to or call and follow the instructions for enrollment using your Enrollment Code.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious activity. If you fall victim to identity theft, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	800-916-8800
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and www.oag.state.md.us. Crystal Bay Casino is located at 14 State Route 28, Crystal Bay, NV 89402.

For New Mexico residents, you 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 bureaus 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 violator. 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.

For New York residents, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or https://ag.ny.gov/.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are approximately 40 Rhode Island residents potentially impacted by this incident.

NH DEPT OF JUSTICE
MAR 2 '23 PM 12:42