

Cynthia J. Larose
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cjarose@mintz.com



One Financial Center
Boston, MA 02111
617 542 6000
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July 17, 2019

RECEIVED
JUL 18 2019
CONSUMER PROTECTION

VIA FEDERAL EXPRESS

Attorney General Gordon J. MacDonald
Office of the New Hampshire Attorney General
Attn: Security Incident Notification
33 Capitol Street
Concord, NH 03301

Re: Security Incident Notification Pursuant to N.H. Rev. Stat. § 359-C:20

Dear Attorney General MacDonald:

We are writing on behalf of C&S Wholesale Grocers, Inc. (the "Company") to advise you of an incident that may affect the security of personal information relating to 909 residents of the State of New Hampshire. By providing this notice, the Company does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On June 18, 2019, a Company-issued laptop computer was stolen in a car burglary from a rental car used by a Company employee while traveling on Company business. The Company immediately reported the burglary to local law enforcement, and began an internal investigation to review and determine what information may have been stored on the stolen computer. As a result of the Company's internal investigation, it was determined that the stolen computer was password-protected, but an unencrypted copy of data believed to have been on the computer contained personal information including name, date of birth, and Social Security number of certain current and former Company employees, including 909 New Hampshire residents.

The Company is taking this incident very seriously, and is taking steps to strengthen the protection of personal information, including updating its portable device security controls, and actively reviewing related policies and procedures. The Company will continue to closely monitor the incident and take further steps as appropriate.

The Company is not aware of any misuse of personal information of those New Hampshire residents at this time. The Company is sending the attached notices to affected New Hampshire residents on July 17, 2019, and the Company has arranged to make credit monitoring and identity protection services by Experian IdentifyWorks available to them at no cost for two (2) years. This includes access to assist individuals with credit restoration and credit monitoring services as described in the attached notice.

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Office of Attorney General
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Please contact the undersigned at cjarose@mintz.com or 617-348-1732 should you need further information or have any additional questions.

Sincerely,

A handwritten signature in black ink that reads 'Cynthia J. Larose'. The signature is fluid and cursive, with the first name 'Cynthia' being the most prominent.

Cynthia J. Larose
Member

Attachments

89422010v.1



P.O.Box 589
Claysburg, PA 16625-0589

July 17, 2019

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SAMPLE A SAMPLE
APT #123



123 ANY ST
ANYTOWN, US 01234-5678



Dear Sample A Sample:

We are writing to inform you of an incident involving certain personal information you have provided to C&S Wholesale Grocers, Inc. (the "Company"). Based on our current review of the situation as described further below, we have no indication that any such information has been used inappropriately. We want to provide you with information about the incident and with the attached additional information regarding services and resources that you may find helpful.

What Happened? On June 18, 2019, a Company-issued laptop was stolen in a car burglary. A police report was filed and the Company immediately began an investigation and review to determine what information may have been stored on the laptop.

As a result of the internal investigation, a determination was made that a copy of the data believed to have been on the stolen laptop contained personal information. The laptop was password-protected, but files on the laptop were not encrypted. We have seen no evidence that any personal information was actually accessed after the theft, and we have received no reports of any misuse of personal information.

What Information Was Involved? The following personal information may have been involved in the incident: your name, date of birth, and Social Security number.

What We Are Doing. We are taking this incident very seriously. The Company is continuing to take steps to strengthen the protection of personal information, including updating portable device security controls, and we are actively reviewing policies and procedures. We will continue to closely monitor and take further steps as appropriate to safeguard such information. This matter has been reported to law enforcement and we will cooperate in any investigation that may commence. We have not delayed this notice in the interim.

In addition, we are offering credit monitoring and identity restoration services by Experian IdentityWorks for a period of 24 months from the date of this letter at no cost to you. We are offering these services to comply with law and, in states where laws do not require that such services be provided, we are providing them to treat all affected individuals equally regardless of state of residence. To activate these services:

- Ensure that you enroll by: [REDACTED] (Your activation code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: www.experianidworks.com/credit
- Provide your activation code: ABCDEFGHI

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If you have questions about the Experian IdentityWorks program, need assistance with credit monitoring or identity protection, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 855-223-4413 by October 31, 2021. Please be prepared to provide your engagement number [REDACTED], as proof of eligibility for the Experian IdentityWorks program (please note that this "engagement number" is a different number from your "activation code"). Additional information about the Experian IdentityWorks program is enclosed.

What You Can Do. Although we have not identified any suspicious activity pertaining to your personal information, and have not received any reports of misuse of your information, it is always a good practice to be vigilant and closely review and monitor your financial accounts, statements, credit reports and other financial information for any evidence of unusual activity, fraudulent charges, or signs of identity theft. Please review the enclosed "Additional Information," which may be helpful to you.

For More Information. If you have any questions regarding the Experian IdentityWorks program, please contact Experian's customer care team at 855-223-4413 between the hours of 6 AM to 8 PM Pacific Time, Monday through Friday, and 8 AM to 5 PM Pacific Time Saturday and Sunday (excluding major U.S. holidays).

Sincerely,

Bryan Granger

Bryan Granger
Acting General Counsel

Information about Experian Credit Monitoring and Identity Restoration Services

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- ◆ **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- ◆ **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- ◆ **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- ◆ **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- ◆ **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 855-223-4413. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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ADDITIONAL INFORMATION

Contact information for the three nationwide credit reporting companies is as follows:

Equifax, P.O. Box 105788, Atlanta, Georgia 30348, 1-877-478-7625, www.equifax.com

Experian, P.O. Box 2002, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion, P.O. Box 2000, Chester, PA 19016, 1-800-680-7289, www.transunion.com

The following information reflects recommendations from the Federal Trade Commission regarding identity theft protection.

Free Credit Report. It is always a good practice 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. 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, Georgia 30348-5281.

For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont Residents: You may obtain one or more 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 Alert. You may place a fraud alert on your credit file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Pursuant to federal and state laws, you may place a fraud alert on your credit file free of charge.

For Colorado and Illinois Residents. You may obtain additional information from the credit reporting agencies and the FTC about fraud alerts.

Security Freeze. You have the right to put a security freeze on your credit file, so that no new credit can be opened in your name without the use of a PIN that is issued to you when you initiate a freeze. If you place a security freeze on your credit file, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a security freeze may delay your ability to obtain credit. *Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting agency.* Federal and state laws prohibit charges for placing, temporarily lifting, or removing a security freeze.

The following information must be included when requesting a security freeze (note that if you are requesting a security freeze for your spouse, this information must be provided for your spouse 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 five (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, display your name and 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 avoid identity theft. You may contact the Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Ave. N.W., Washington, D.C. 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, 90001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226

For Rhode Island Residents: You may contact the Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, www.riag.ri.gov, 1-401-274-4400

Reporting of identity theft and obtaining a police report. You have the right to obtain any police report filed in the United States in regard to this incident. If you are the victim of fraud or identity theft, you also have the right to file 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. You also have the right to file a police report and obtain a copy of it.

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

For Rhode Island Residents: You have the right to file or obtain a police report regarding this incident.

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