

JacksonLewis

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JAN 18 2022

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Office of the Attorney General
Department of Justice
Consumer Protection Bureau
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Data Incident Notification¹

January 10, 2022

Dear Sir or Madam:

Please be advised that on September 10, 2021, our client, CTH Rentals, LLC (“CTH”), learned that the personal information of four New Hampshire residents may have been subject to unauthorized access as the result of a cyberattack (the “Incident”).

Based on the underlying investigation, it appears the Incident occurred on or around August 11 to September 10, 2021. The data elements involved may have included a name, address, or Social Security Number.

Immediately upon learning about the Incident, CTH commenced an investigation to determine the scope of the Incident and identify those potentially affected. This included CTH working with its information technology team and third-party forensic experts in an effort to ensure the Incident did not result in any additional exposure of personal information and to determine what information may have been accessed or acquired. The investigation observed no evidence that any data was exfiltrated by the unauthorized actors. The threat actors also did not claim to have exfiltrated any personal information.

In light of this Incident, CTH plans to begin notifying individuals in the next several days. A draft copy of the notification that will be sent is enclosed with this letter.

As set forth in the enclosed letter, CTH has taken steps to protect the security of the personal information of all individuals. In addition to continuing to monitor this situation, CTH is

¹ Please note that by providing this letter CTH is not agreeing to the jurisdiction of State of New Hampshire, nor waiving its right to challenge jurisdiction in any subsequent actions.

reexamining its current privacy and data security policies and procedures to minimize the chances of this happening again. Should CTH become aware of any significant developments concerning this situation, we will inform you.

If you require any additional information on this matter, please call me.

Sincerely,

JACKSON LEWIS, P.C.

/s/ Joe Lazzarotti

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CTH Rentals, LLC
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-381-2287
Or Visit:
<https://response.idx.us/CTH-Rentals>
Enrollment Code: <<XXXXXXXXXX>>

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

January 10, 2022

Notice of Data Breach

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

According to our records you rented and/or purchased a portable storage barn from a rent-to-own company affiliated with CTH Rentals, LLC (“CTH”). CTH values and respects the privacy of your information, which is why we are writing to inform you that CTH recently experienced a cybersecurity incident. While we are not aware of any misuse or acquisition of your information, we are providing this notice to inform you of the incident and to call your attention to steps you may take to better protect against the possibility of identity theft and fraud, should you feel it is necessary to do so.

What Happened

CTH learned it was the subject of a cybersecurity incident occurring from August 11 to September 10, 2021. On September 10, 2021 the unauthorized individuals deployed malware causing the encryption of a number of network drives and back-ups. We promptly took steps to secure our network and retained an expert cybersecurity firm to conduct a forensic investigation into the cause and scope of the attack.

What Information Was Involved

At this time, the cybersecurity investigation found no evidence that any of your personal information was downloaded, nor do we have evidence indicating it was used to commit identity theft or fraud. The data elements involved may have included a name, address, or Social Security Number.

What We Are Doing

CTH takes the security of your personal information very seriously. We are taking measures to prevent a similar situation in the future. CTH has reset all passwords, deployed an end point monitoring solution, and began the process of upgrading its virus and malware protections. As an added precaution, we are also offering complimentary access to identity monitoring, fraud consultation, and identity theft restoration services to help mitigate any potential for harm at no cost to you. Please see below for more information on enrollment in these services.

What You Can Do

As with any data incident, we recommend that you remain vigilant and consider taking steps to avoid identity theft, obtain additional information, and protect your personal information. Common passwords or passwords you may be using on multiple accounts should be updated to new complex passwords for added security. The attached sheet describes additional steps you can take to protect your identity and personal information.

We are offering identify theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include <<12 / 24>> months of credit monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this specialized protection, IDX can help you resolve issues if your identity is compromised.

We encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-833-381-2287 or going to <https://response.idx.us/CTH-Rentals> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9:00 am to 9:00 pm Eastern Time. Please note the deadline to enroll is April 10, 2022. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

For More Information

Please call 1-833-381-2287 or go to <https://response.idx.us/CTH-Rentals> for assistance or for any additional questions you may have. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

We sincerely apologize for this situation and any inconvenience it may cause you.

Warmly,



Michelle Anderson
IT Specialist for CTH Rentals, LLC

(Enclosure)

Recommended Steps to Help Protect Your Information

We recommend you remain vigilant and consider taking the following steps to avoid identity theft, obtain additional information, and protect your personal information:

- Order Your Free Credit Report at www.annualcreditreport.com, call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at www.ftc.gov. When you receive your credit report, review the entire report carefully. Look for any inaccuracies and/or accounts you don't recognize and notify the credit bureaus as soon as possible in the event there are any. You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information.
- Place a Fraud Alert on Your Credit File. A fraud alert helps protect you against an identity thief opening new credit in your name. With this alert, when a merchant checks your credit history when you apply for credit, the merchant will receive a notice that you may be a victim of identity theft and to take steps to verify your identity. You also have the right to place a "security freeze" on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can place a fraud alert or request a security freeze by contacting the credit bureaus. The credit bureaus may require that you provide proper identification prior to honoring your request.

Equifax	P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	P.O. Box 9532 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

- Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
- If you aren't already doing so, please pay close attention to all bills and credit-card charges you receive for items you did not contract for or purchase. Review all of your bank account statements frequently for checks, purchases or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.
- The Federal Trade Commission ("FTC") offers consumer assistance and educational materials relating to identity theft, privacy issues, and how to avoid identity theft. You may also obtain information about fraud alerts and security freezes from the consumer reporting agencies, your state Attorney General, and the FTC. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General, and/or the Federal Trade Commission ("FTC"). You can learn more about how to protect yourself from becoming an identity theft victim (including how to place a fraud alert or security freeze) by contacting the FTC at 1-877-IDTHEFT (1-877-438-4338), or www.ftc.gov/idtheft. The mailing address for the FTC is: Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580.
- *For District of Columbia Residents:* You can obtain additional information about steps to take to avoid identity theft from the Office of the Attorney General for the District of Columbia, 441 4th Street, NW, Washington, DC 20001, 202-727-3400, www.oag.dc.gov.
- *For Maryland Residents:* You can obtain information about steps you can take to help prevent identity theft from the Maryland Attorney General at: 200 St. Paul Place, Baltimore, MD 21202, 888-743-0023, www.oag.state.md.us.

- *For New Mexico Residents:* You have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or www.ftc.gov. In addition, New Mexico consumers may obtain a security freeze on your credit report to protect your privacy and ensure that credit is not granted in your name without your knowledge. You may submit a declaration of removal to remove information placed in your credit report as a result of being a victim of identity theft. You have a right to place a security freeze on your credit report or submit a declaration of removal pursuant to the Fair Credit Reporting and Identity Security Act. For more information about New Mexico consumers obtaining a security freeze, go to <http://consumersunion.org/pdf/security/securityNM.pdf>
- *For New York Residents:* You may also contact the following state agencies for information regarding security breach response and identity theft prevention and protection information: 1) New York Attorney General, (212) 416-8433 or <https://ag.ny.gov/internet/resource-center>; or 2) NYS Department of State's Division of Consumer Protection, (800) 697-1220 or <https://dos.ny.gov/consumer-protection>.
- *For North Carolina Residents:* You can obtain information about steps you can take to help prevent identity theft from the North Carolina Attorney General at: 9001 Mail Service Center, Raleigh, NC 27699, 1-877-566-7226, www.ncdoj.gov.