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July 16, 2021

VIA E-MAIL

Attorney General Gordon MacDonald
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
Email: DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General Knudsen:

We represent Davaco LP (“Davaco”) with respect to a recent data security incident described in greater detail below.

1. Nature of the security incident.

On June 11, 2021, Davaco was alerted to suspicious activity on its computer network. Davaco retained cybersecurity experts and computer forensic investigators to help investigate the incident, ensure the safety of the environment, and confirm whether any individual’s personal information was impacted. The investigation has confirmed Davaco was the victim of a ransomware attack and an unauthorized individual gained access to Davaco’s network, viewed, and exfiltrated some data stored in the system. On June 15, 2021, Davaco confirmed that the data viewed or taken by the attacker included employees’ personal information. The potentially impacted information includes individuals’ names, Social Security numbers, and driver’s licenses and/or government issued identification numbers.

2. Number of New Hampshire residents affected.

A total of 20 residents of New Hampshire were potentially impacted by this security incident. Notification letters were mailed, via first class mail, to potentially impacted individuals on July 2, 2021. A sample copy of the notification letter is included with this letter.

3. Steps taken relating to the incident.

Davaco is taking steps to prevent a similar event from occurring in the future and to protect the privacy and security of all sensitive information in its possession. These steps include upgrading its email environment and implementing multi-factor authentication for accounts in the environment, implementation of Palo Alto anti-phishing and security measures, and the deployment of endpoint protection to devices in the Davaco network. In addition, the notified individuals have been offered complimentary credit and identity monitoring services through IDX. Davaco has also established a toll-free call center through IDX to answer any questions about the incident and address related concerns. The call center is available Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Standard Time. We have also provided notification to the major credit reporting agencies.

4. Contact Information.

Davaco remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at 214.722.7141 or via email at Lindsay.Nickle@lewisbrisbois.com.

Sincerely,



Lindsay B. Nickle of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl.: Sample Consumer Notification Letter



P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
833-909-3912
Or Visit:
<https://response.idx.us/davaco>
Enrollment Code:
<<XXXXXXXX>>

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

July 2, 2021

Re: Notice of Data Security Incident

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

We are writing to provide you with information about a recent data security incident that may have involved your personal information. At Davaco, we take the privacy and security of our employees' information very seriously. That is why we are sending you this letter to tell you about the incident, offering you credit monitoring and identity monitoring services, and providing you with information, resources and steps you can take to help protect your personal information.

What Happened? On June 11, 2021, Davaco was alerted to suspicious activity on our computer network. We hired cybersecurity experts and computer forensic investigators to help us investigate the incident, ensure the safety of our environment, and confirm whether anyone's personal information was impacted. While the investigation is ongoing, we can confirm that we were the victim of a ransomware attack, and an unauthorized individual gained access to our network. Based on the investigation, the attacker viewed and removed some data stored in the system. On June 15, 2021, we confirmed that the data viewed or taken by the attacker included employees' personal information.

What Information Was Involved? The potentially impacted information includes your name, Social Security number, and Driver's license or government issued identification number.

What We Are Doing. As soon as we discovered the incident, we took the steps described above. We also notified the FBI and will fully cooperate with any law enforcement investigation. In addition, although we have no evidence that your personal information has been misused, we are offering you identity theft protection services through IDX®, the data breach and recovery services expert, these services include: <<12/24>>months of credit monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised. If you complete the sign-up steps specified in this letter, the product we are offering you will provide protection from the misuse of any personal information that may have been impacted by this incident.

What You Can Do. We encourage you to contact IDX with any questions and to enroll in the free services we are offering by calling 833-909-3912 or going to <https://response.idx.us/davaco> and using the Enrollment Code provided above. IDX experts are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is October 2, 2021. It is important to contact IDX with questions. DAVACO has hired IDX as a full-service provider to its employees; as such, DAVACO management does not have details of these services.

At this time, we are unaware of the misuse of any of your information. However, we encourage you to take full advantage of this service offering. IDX representatives can answer questions or concerns you may have regarding protection of your personal information.

For More Information:

Further information about how to help protect your personal information appears on the following page. If you have questions or need assistance, please call 833-909-3912, Monday through Friday from 9 am - 9 pm Eastern Time.

We take your trust in us and this matter very seriously. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Lamar Roberts', with a stylized flourish at the end.

J. Lamar Roberts, CFO

STEPS YOU CAN TAKE TO FURTHER PROTECT YOUR INFORMATION

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing 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, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three 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 this form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

TransUnion P.O. Box 1000 Chester, PA 19016 1-800-916-8800 www.transunion.com	Experian P.O. Box 9701 Allen, TX 75013 1-888-397-3742 www.experian.com	Equifax P.O. Box 740241 Atlanta, GA 30348 866-349-5191 www.equifax.com	Free Annual Report P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 annualcreditreport.com
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Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert 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>.

Security Freeze: Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. 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. You must separately place a security freeze on your credit file with each credit reporting agency. 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, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC at **Federal Trade Commission**, 600 Pennsylvania Ave, NW, Washington, D.C. 20580, or online at consumer.ftc.gov and www.ftc.gov/idtheft, or to the Attorney General in your state. Residents of New York, Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

New York Attorney General Bureau of Internet and Technology Resources 28 Liberty Street New York, NY 10005 ifraud@ag.ny.gov 1-212-416-8433	Maryland Attorney General 200 St. Paul Place Baltimore, MD 21202 oag.state.md.us 410-528-8662	North Carolina Attorney General 9001 Mail Service Center Raleigh, NC 27699 ncdoj.gov 1-877-566-7226	Rhode Island Attorney General 150 South Main Street Providence, RI 02903 http://www.riag.ri.gov 401-274-4400
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You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

Review your Tax Filings: If you detect any suspicious activity relating to your tax filings, we encourage you to complete IRS Form 14039, Identity Theft Affidavit, which you can obtain at <http://www.irs.gov/pub/irs-pdf/f14039.pdf>. If you have other identity theft / tax related issues, contact the IRS Identity Protection Specialized Unit at 1-800-908-4490. You should

be especially aware of any requests, calls, emails, letters, or other questions about your financial accounts or from individuals purporting to be from the IRS or other entities from whom you would not be expecting contact. If you receive any type of unexpected request for personal information, you should not provide that information and instead contact the organization by phone to verify the request is legitimate.