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June 27, 2018

VIA OVERNIGHT DELIVERY

Office of the New Hampshire Attorney General
Asst. Attorney General in Charge
Department of Justice (Consumer Protection)
33 Capitol Street
Concord, NH 03301

To Whom It May Concern

Pursuant to your state's law, on behalf of Dollar Shave Club, Inc., we are notifying your office of a credential-based security incident that potentially could affect a limited set of personal information of seven New Hampshire residents. In brief, although none of Dollar Shave Club's systems was breached as part of this incident, the company immediately disabled impacted accounts as a precaution, and sent a password reset notice to most affected members on June 20, 2018, and a few additional members on June 26, 2018. Dollar Shave Club's notice provided a brief description of the incident, and instructed account holders on how to create a new and robust password. A summary of the key facts is set forth below.

What Happened: On approximately June 13, 2018, through its routine monitoring and security protocols, Dollar Shave Club's anti-fraud team identified attempts by a third-party system using email and password combinations to log in to certain Dollar Shave Club customers' e-commerce accounts and make unauthorized purchases or redemptions of e-gift cards.

Type of Information: Once logged in, the third party had potential access to an account user's name, address, email, and phone number, and the potential to make e-gift card purchases via the hashed payment card stored in the account (consisting only of the last four digits of payment card, and card type). Dollar Shave Club has verified that no other activity was attempted on the account, no access to full payment card number was obtained, and the incident did not affect any of the company's other systems, accounts, or personal information.

KELLEY DRYE & WARREN LLP

June 27, 2018

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The Company's Response: Dollar Shave Club immediately launched a comprehensive review to investigate and remediate the intrusion, including (1) blocking all IP addresses where the hacker was located; (2) blocking all IP addresses in countries the company does not conduct business and where the tech team determined to be an unusually high rate of login failures; (3) implementing login notifications to a consumer if (a) an email address is changed or (b) there's a log-in from an unrecognized device (*i.e.*, a different IP address); (4) limiting the dollar amount that can be added to an e-gift card; and (5) filing a complaint with the FBI's Internet Crime Complaint Center. Through these and other safeguarding efforts, the company is taking steps to help mitigate the risk that this type of incident recurs.

Enclosed please find a copy of the electronic notice of the website credential-based security incident that the company sent to New Hampshire residents.

Please contact us with any questions or concerns.

Sincerely,



Alys Z. Hutnik
Crystal N. Skelton

Enclosures

From: **Dollar Shave Club** <members@dollarshaveclub.com>
Date: Wed, Jun 20, 2018 at 3:32 PM
Subject: Important Information about your Dollar Shave Club Account



Club Memo

A quick update about your Club Membership.

Hey [REDACTED],

As part of our ongoing efforts to protect our Member's account information, we continuously monitor our systems for irregular activity. When irregular login attempts are discovered, we will reset passwords accordingly.

We noticed irregular and/or an increased number of login attempts on your account. Just to be safe, we've recently reset your account password and you will need to create a new password.

To create a new password for your account, please go to <https://www.dollarshaveclub.com/login/forgot-password?f>, enter in your account email address and follow the instructions to reset your password.

PRO TIP #1: A strong password generally includes: (1) at least six characters; (2) a mix of upper and lower case letters, numbers, special characters and punctuation (3) no commonly used words; and 4) no commonly used passwords associated with other online services.

PRO TIP #2: DO NOT use the following passwords: password, 123456, or qwerty -- don't be that person.

If you have any questions or concerns resetting your password let us know, we're here to help!

Yours in Lather,
DSC Club Pros

NEED SOME EXTRA HELP?



Help Center



Contact Us



Account



Original Content





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[13335 Maxella Ave. Marina Del Rey, CA 90292](#)

[Privacy](#) [Unsubscribe](#)

From: Jason | Dollar Shave Club <members@dollarshaveclub.com>

Date: Wed, Jun 27, 2018

Subject: Important Security Information about your Dollar Shave Club account



Club Memo

A quick update about your Club Membership.

June 27, 2018

Hey NH Member Name,

Remember the email you got from us regarding the online credentials to your Dollar Shave Club Account? Because transparency and data protection are two of our most important values, we wrote this letter to help you understand more. So read this letter and please do not hesitate to reach out to us with any further questions or concerns you might have – we're here to help!

What Happened?

On June 13, 2018, through our routine monitoring and security protocols, our anti-fraud team identified attempts by a third-party system using email and password combinations to log in to certain Dollar Shave Club customers' e-commerce accounts on a few occasions between May 26, 2018 and June 13, 2018. Once logged in, this unauthorized party changed the email address of the compromised account (sometimes by one number or letter) and used the account to purchase Dollar Shave Club e-gift cards and send these e-gift cards to another compromised account. Dollar Shave Club's tech team caught this unauthorized activity, blocked the inbound requests of the suspicious IP addresses, and investigated and confirmed which of the attempts resulted in a login to online accounts and/or purchase of an e gift card. You are receiving this notice because we determined your account credentials were improperly used on our website to purchase e-gift cards.

So what does that mean in layman's terms? Essentially, someone obtained a list of emails and passwords and then used them on platforms (like ours). Your email and password was among those that worked and the unauthorized party was able to purchase one or more e-gift cards using your

stored but hashed payment card on your Dollar Shave Club account (meaning that only the last four digits of your payment card and type of card (e.g., Visa, AMEX) were visible when this occurred). But, don't worry – we refunded the e-gift card purchases to the original payment method so that you do not owe anything as a result of this occurrence, and voided the e-gift codes. This type of event can occur typically because the user's chosen password is one that is easy to guess and/or the username and password combination is used across other online accounts. We offered you some pro tips on choosing passwords in our password reset email, and are giving those up again below.

What Information Was Involved?

As noted, this incident involved the email address and password combinations that were used to access your Dollar Shave Club online account, which allows someone to view or update certain information in your account (including your name, address, email, and phone number), and view the last four digits of your payment card on file and type of payment card. It also may have allowed the unauthorized party to purchase e-gift cards from your account and send them to other accounts. We have verified that no other activity was attempted on your account and no access to full payment card number was obtained.

What We Are Doing?

Dollar Shave Club takes protection of your information very seriously and, from these and other efforts, we are taking further steps to help prevent this from happening again. Although Dollar Shave Club's systems were not breached (but rather, individual accounts were impacted through the use of login credentials that a third party had obtained), we immediately disabled impacted accounts as a precaution, and followed up with the password reset notice by email. If the email address stored in your account was changed in any way during this time period, we restored your account to reflect your original email address. If your shipping address was changed in any way during this time period, we restored your account to reflect your original shipping address.

We also immediately launched a comprehensive review to investigate and remediate the intrusion, including (1) blocking all IP addresses where the hacker was located, (2) implementing login notifications to a consumer if (a) an email address is changed or (b) there's a log-in from an unrecognized device (i.e., a different IP address); (3) limiting the dollar amount that can be added to an e-gift card; and (4) filing a complaint with the FBI's Internet Crime Complaint Center.

What You Can Do?

We have several dedicated teams working diligently to ensure that the information members entrust

to Dollar Shave Club remains secure. As a precautionary measure, we encourage you to consider the following account security recommendations:

- Change your passwords for any other online websites or accounts on which you used the same or similar information used for your Dollar Shave Club account. Please always use strong passwords and update them frequently. A strong password generally includes: (1) at least six characters; (2) a mix of upper and lower case letters, numbers, special characters and punctuation; and (3) no commonly used words.
- Review your accounts on other websites for suspicious activity.
- Be cautious of any unsolicited communications that ask for your personal information or refer you to a web page asking for personal information.
- Avoid clicking on links or downloading attachments from suspicious emails.

For More Information.

Safeguarding our members' personal information is something we take very seriously and we apologize for any inconvenience this may have caused. If you have any questions or need further assistance, please contact us by email at members@dollarshaveclub.com, or go to www.dollarshaveclub.com, and click on the [Contact Us](#) link, or call us at (844) 870-1424.

Sincerely,
Jason Bosco
VP of Engineering
Dollar Shave Club, Inc.

NEED SOME EXTRA HELP?



Help Center



Contact Us



Account



Original Content



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