

# Morgan Lewis

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CONSUMER PROTECTION

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## VIA FIRST CLASS MAIL

February 2, 2018

State of New Hampshire  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

*Re: Notification of Potential Security Breach*

Dear Office of the Attorney General:

This Firm represents Eastern Salt Company, Inc. and its affiliates ("Eastern Salt") in connection with a situation where an unauthorized individual outside of the company may have fraudulently gained access to the personal information of 14 New Hampshire residents.

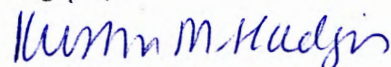
Eastern Salt discovered abnormal activity on employee mobile phones on January 18, 2018 in the evening. It retained computer security experts immediately, and through one of its professional advisers retained forensic experts on January 22, 2018 and commenced an extensive investigation that is ongoing. On January 29, 2018, Eastern Salt discovered that a file containing personal information of its employees was moved within Eastern's system by an unauthorized person, and may have been viewed.

Upon becoming aware of this incident, Eastern Salt has been and continues to take steps to secure its system. It is conducting an investigation to determine what happened and to implement measures to prevent this from occurring again. One such measure is to require confirmations on all transactions and account changes with the main office in Lowell, Massachusetts. In addition, Eastern Salt is offering a 24-month subscription for credit monitoring services to all affected individuals.

Further information about what Eastern Salt has done and what it is recommending to the individuals in question can be found in the enclosed notification letter that Eastern Salt sent to 14 New Hampshire residents.

If you have any questions, please feel free to contact me.

Regards,





Kristin M. Hadgis

Enclosures

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## Eastern Salt Company, Inc.

February 2, 2018

[Name]  
[Address]

Re: Notice of Potential Unauthorized Access to Personal Information

Dear [First Name]:

Eastern Salt recently discovered a computer security incident that may have exposed some of your personal information. At this time, we have no reason to believe that any employee's information has been or will be used inappropriately. We do, however, want to let you know what happened, what information was involved, what we have done to address the situation, and to remind you of steps you can take to protect your privacy.

### **What Happened?**

The company discovered abnormal activity on employee mobile phones on Thursday, January 18 in the evening. We retained computer security experts immediately, and through one of our professional advisers retained forensic experts on Monday, January 22 and commenced an extensive investigation that is ongoing. On Monday, January 29, 2018, we discovered that a file containing personal information of our employees was moved within our system by an unauthorized person, and may have been viewed. At this time, we do not have a reason to believe your information was used in any improper or unauthorized way.

### **What Information Was Involved**

The file contained the names, dates of birth and Social Security numbers of the employees of Eastern Salt and its subsidiary companies. To date, we have not received any reports of improper use of any of this information.

### **What We Are Doing**

Eastern is taking this situation very seriously. Since we discovered this incident, we have been and continue to take steps to secure our system. One goal of the investigation is to determine what happened and implement measures to prevent this from occurring again. Measures to date include (but are not limited to) requiring confirmations on all transactions and account changes with the main office in Lowell.

In addition, we are in the process of making arrangements with a security vendor to provide you with a complementary 24-month subscription to credit monitoring and identity theft protection services. We hope to be in a position to make this available sometime next week.

# Eastern Salt Company, Inc.

## What You Can Do

You can take steps to protect your privacy and reduce the risk of improper use of your personal information. Many of these steps are good practices in any event.

**First**, when it becomes available, sign up for the identity theft protection and credit monitoring services that will be offered free of charge.

**Second**, contact any financial institutions you use and advise them of this situation, particularly if any of them use your social security number to identify or verify you. Check your accounts online or by telephone for potentially fraudulent activity. Check your periodic statements from each financial institution or credit card company promptly upon receiving them to confirm that no unauthorized transactions have occurred.

**Third**, you can place a fraud alert or freeze on your credit file with the three major credit reporting agencies by contacting any one of them at:

Experian  
888-397-3742

Equifax  
800-525-6285

TransUnion  
800-680-7289

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report. It also requests that creditors contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. A credit freeze prevents any new credit from being established with your social security number – even if you are the one attempting to establish the credit – until you lift the freeze.

## For More Information

For general information on protecting your privacy and preventing unauthorized use of your personal information, you may visit the U.S. Federal Trade Commission's Web site, <http://ftc.gov> or contact your state office of consumer affairs or attorney general. You can also see the attached "Reference Guide" for additional steps you can take to protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

Eastern Salt and its affiliated companies are committed to maintaining the security and privacy of the personal information you entrusted to us. We apologize for any inconvenience or concern this incident may cause. If we can be of any further assistance or answer any questions, or you encounter any problems that you believe to be related to this incident please call Joseph McNamee or Terry Kelly at 978-458-6420.

Sincerely,

/s/ Shelagh E. Mahoney

Shelagh E. Mahoney  
President

## Reference Guide

In the event that you ever suspect that you are a victim of identity theft, we encourage you to consider taking the following steps:

**Contact the Federal Trade Commission.** You can contact the Federal Trade Commission's Consumer Response Center at 600 Pennsylvania Avenue, NW, Washington, DC, 20580 or 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/bcp/menus/business/data.shtm>, to obtain more information about steps you can take to avoid identity theft. If you believe your identity has been stolen, the FTC recommends that you take these additional steps.

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

**Order Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://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](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually; they provide your free report only through the website or toll-free number.

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.

**Place a Fraud Alert on Your Credit File:** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus.

Equifax	P.O. Box 740241 Atlanta, Georgia 30374-0241	877-478-7625	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	P.O. Box 9532 Allen, Texas 75013	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834-6790	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

**Place a Security Freeze on Your Credit File.** You may wish 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 request a security freeze by contacting the credit bureaus at:

Equifax	P.O. Box 105788 Atlanta, Georgia 30348	877-478-7625	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	P.O. Box 9554 Allen, Texas 75013	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834-6790	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

The credit bureaus may charge a reasonable fee to place a freeze on your account, and may require that you provide proper identification prior to honoring your request. In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Social Security Number
3. Date of birth
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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, military identification, etc.)
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to law enforcement agency concerning identity theft
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

Placing a security freeze on your credit file may delay, interfere with, or prevent timely approval of any requests you make for credit, loans, employment, housing or other services. For more information regarding credit freezes, please contact the credit reporting agencies directly.

**For Massachusetts Residents:** You have a right to request from us a copy of any police report filed in connection with this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift, or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5 each to place, temporarily lift, or permanently remove a security freeze.