

RECEIVED



MULLEN
COUGHLIN CONSUMER PROTECTION
ATTORNEYS AT LAW

DEC 13 2021

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3001 N. Rocky Point Drive, East, Suite 200
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December 8, 2021

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Sir or Madam:

We represent EPTAM Precision (“EPTAM”) located at 2 Riverside Business Park Northfield, NH 03276-4407, and are writing to notify your office of an incident that may affect the security of some personal information relating to 292 New Hampshire residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, EPTAM does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

On September 12, 2021 EPTAM discovered unusual activity on certain computer systems. EPTAM quickly disconnected these systems from the network and commenced an intensive investigation that included working with third-party forensic specialists. Because the investigation determined that there was unauthorized access to the EPTAM network, EPTAM initiated a review of its systems to determine the type of information and to whom it related. Following its initial review, EPTAM worked diligently to identify and populate address information for any potentially affected individuals. That review was completed on November 18, 2021.

The information that could have been subject to unauthorized access includes name and Social Security number.

Notice to New Hampshire Residents

On or about December 8, 2021, EPTAM began providing written notice of this incident to affected individuals, which includes 292 New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, EPTAM moved quickly to investigate and respond to the incident, assess the security of EPTAM systems, and notify potentially affected individuals. EPTAM is also working to implement additional safeguards and training to its employees. EPTAM is providing access to credit monitoring services for one (1) year, through IDX to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, EPTAM is providing impacted individuals with guidance on how to better protect against identity theft and fraud. EPTAM is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-2190.

Very truly yours,



Kevin M. Mekler of
MULLEN COUGHLIN LLC

KMK/mep
Enclosure

EXHIBIT A

EPTAM Precision ("EPTAM")
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223



To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXX>>

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

December 8, 2021

<<Variable Data 1>>

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

The purpose of this letter is to notify you about a recent data incident that may involve some of your information. This notice provides you with information about the incident, our response, and additional steps you may take to protect your information, should you determine it is appropriate to do so.

What Happened? On September 12, 2021 EPTAM Precision ("EPTAM") discovered unusual activity on certain computer systems. EPTAM quickly disconnected these systems from the network and commenced an intensive investigation that included working with third-party forensic specialists. Because the investigation determined that there was unauthorized access to the EPTAM network, EPTAM initiated a review of its systems to determine the type of information and to whom it related. Following its initial review, EPTAM worked diligently to identify and populate address information for any potentially affected individuals. That review was completed on November 18, 2021. Although EPTAM is currently unaware of any actual or even attempted misuse of information, in an abundance of caution, we are notifying you about the event before the investigation is complete so that you may take steps to protect your information.

What Information Was Involved? The involved EPTAM systems contained your name and <<Variable Data 2>>.

What We Are Doing. We take this incident very seriously. Information privacy and security are among our highest priorities, and we have strict security measures in place to protect information in our care. Upon discovering this incident, we quickly took steps to investigate and respond, including reviewing and enhancing our existing policies and procedures to reduce the likelihood of a similar future event. EPTAM reported this incident to federal law enforcement and is notifying potentially affected individuals and relevant regulators as required. Moreover, as an added precaution, EPTAM is offering complimentary access to credit monitoring and identity restoration services to potentially impacted individuals out of an abundance of caution because your information was determined to be present in the systems that may have been accessed during the incident.

What You Can Do. EPTAM encourages you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and explanation of benefits and monitoring your free credit reports for suspicious activity. As an added precaution, we are offering you access to <<12/24 months>> of free credit/identity monitoring and identity restoration services through IDX. Instructions for enrolling in the credit monitoring services, as well additional information on how to better protect against identity theft or fraud, are included in the attached *Steps You Can Take to Help Protect Personal Information*.

For More Information. If you have additional questions, please call our dedicated assistance line at 1-800-939-4170 (toll free), Monday through Friday, from 6 am - 6 pm Pacific Time (excluding U.S. holidays). You may write to EPTAM at 2 Riverside Business Park, Northfield, NH 03276-4407 with any additional questions you may have.

Sincerely,

EPTAM Precision

STEPS YOU CAN TAKE TO HELP PROTECT PERSONAL INFORMATION

Enroll in Credit Monitoring and Identity Restoration

1. Website and Enrollment. Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is March 8, 2022.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016

Equifax Credit Freeze, P.O. Box 105788
Atlanta, GA 30348-5788

Experian Credit Freeze, P.O.
Box 9554, Allen, TX 75013

TransUnion Credit Freeze, P.O.
Box 160, Woodlyn, PA 19094

Additional Information

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There is [1] Rhode Island resident impacted by this incident.