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CONSUMER PROTECTION

October 7, 2022

Attorney General John M. Formella
New Hampshire Department of Justice
Office of the Attorney General
33 Capital Street
Concord, NH 03301

Subject: Notice of Data Breach

Dear Attorney General Formella,

On behalf of our client, Felix Storch, Inc ("Felix Storch"), we write to provide you with notification of an incident that may have affected the personal information of one (1) New Hampshire resident. Felix Storch is located at 770 Garrison Ave., Bronx, NY 10747, and is a supplier of specialty, commercial, and medical refrigerators, freezers, and cooking appliances. Felix Storch takes its responsibility to protect the security of personal information seriously, and our priority is to assist the resident who may have been impacted.

From December 2 to December 3, 2020, Felix Storch was subject to a ransomware attack by the PYSA hacking group (also known as Mespinoza) that resulted in a limited number of files being encrypted and inaccessible. PYSA demanded that Felix Storch send ten bitcoins to PYSA in order to obtain the instructions necessary to decrypt the data. Felix Storch did not respond to this communication. PYSA re-sent the identical demand approximately twenty two hours later. Felix Storch did not respond to this communication either. Felix Storch conducted an internal investigation, which included implementing robust remediation measures, and at that time had no reason to believe any impacted data contained personal information or that any impacted data had been exfiltrated.

As a result of due diligence associated with a potential business transaction, Felix Storch learned on August 19, 2022, that some personal information may have been accessed and exfiltrated during the PYSA incident. Once discovered, Felix Storch worked diligently to confirm the scope of those affected and remediate the incident for all impacted individuals. Felix Storch has taken steps to correct this issue and prevent similar incidents from occurring in the future, including by implementing recommendations provided by third party remediation experts.

The information impacted by the incident included names and Social Security numbers, but Felix Storch has not found any evidence that such information has been misused. Out of an abundance of caution, Felix Storch is offering the affected resident complimentary credit monitoring and identity theft protection for two years. A copy of the letter Felix Storch has sent to the impacted resident is attached for your reference.

Please contact me if you have any questions about this matter.

Sincerely,

Todd D. Daubert

Counsel to Felix Storch

Recipient Name: [RECIPIENT NAM

Date: 2022-10-12

Address:

[ADDRESS]
[ADDRESS]
[ADDRESS]
[ADDRESS]

Notice of Data Breach

Dear, [RECIPIENT NAME]

We are writing to inform you of a security incident that resulted in unauthorized access to a portion of our company data which contained a limited amount of your personal information. We sincerely apologize for any inconvenience or concern this may cause you. We take the privacy and security of your information seriously. Although we have not seen any evidence that your personal information has been misused, we are offering you complimentary credit monitoring and identity protection services.

What happened?

We detected suspicious activity on our network in December of 2020. We promptly investigated the incident and implemented robust remediation measures to ensure that similar activity could not occur. At that time, we did not believe that any personal information had been accessed without authorization. On August 19, 2022, however, we discovered that some personal information may have been accessed without authorization.

What information was involved?

Based on our investigation, the impacted information contained included the following types of personal information: name and Social Security number (the "Information"). As of the date of this letter, we do not have evidence that the Information, or any other information accessible within the network, has been misused, but we cannot make that determination with certainty.

What we are doing.

We have fully investigated the incident, identified the issue that led to the unauthorized access, and took steps to ensure that it cannot happen again. Since discovering that personal information may have been accessed without authorization, we have worked diligently to identify individuals who may have been impacted by the incident. This notification has been sent without delay caused by law enforcement efforts or for any other reason.

In order to help protect your personal information against identity theft and other types of fraud, we have secured the services of Experian's IdentiyWorks to provide identity monitoring at no cost to you for two years.

Visit **https://www.experianidworks.com/plus** to activate and take advantage of your identity monitoring services.

*You have until **December 31, 2022** to activate your identity monitoring services.*

Additional information describing these services and how you may activate them are included with this letter. We encourage you to review the description and consider enrolling in these services.

What you can do.

It is always a good idea to remain vigilant and, as such, over the next twelve to twenty-four months consider regularly reviewing account statements and free credit reports. Remember to promptly report any suspicious activity or incidents of suspected identity theft to law enforcement, the Federal Trade Commission, and the Attorney General's office in your state.

You can obtain more information about identity theft, fraud alerts, and security freezes by contacting the Federal Trade Commission and/or the Attorney General's office in your state, as well as any of the three nationwide consumer reporting agencies. Please review the enclosed "**Additional Resources**" section included with this letter to learn about additional steps you can take to help protect yourself.

For more information.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have any further questions or concerns regarding this matter, please do not hesitate to contact us at:

Kirstin Hogerheide (718)893-3900 Ext: 602 kristinh@summitappliance.com

Porschia Reid (718)893-3900 Ext: 306 porschiar@summitappliance.com

Protecting your information is important to us. We trust that the credit monitoring services we are offering your affected customers demonstrates our continued commitment to your security and satisfaction.

Sincerely,

Salvatore F. Mirra
CFO
Felix Storch, Inc
Summit Appliance / Accucold
718-893-3900 Ext 600
salm@summitappliance.com

ADDITIONAL RESOURCES

Contact information for the three nationwide credit reporting agencies is:

Equifax, PO Box 74021, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
Experian, PO Box 2104, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19022, www.transunion.com, 1-800-888-4213

Free Credit Report. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing your account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit www.annualcreditreport.com or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov) to: Annual Credit Report Request Service, PO Box 105281, Atlanta, GA 30348-5281.

> **Depending on the state you reside in**, you may obtain one or more additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

Fraud Alert. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

Security Freeze. You have the ability to place a security freeze on your credit report.

A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaints with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

Federal Trade Commission and State Attorneys General Offices. If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, www.ftc.gov/bcp/edu/microsites/idtheft/, 1-877-IDTHEFT (438-4338).

> **For Washington DC residents:** You may contact the Office of the Attorney General for the District of Columbia, Office of Consumer Protection, 400 6th Street, NW, Washington, DC 20001, www.oag.dc.gov, 1-202-442-9828.
>
> **For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, www.oag.state.md.us, 1-888-566-7226.
>
> **For Massachusetts residents:** You have the right to file and obtain a copy of a police report. You also have the right to request a security freeze at no charge (see above). You may contact and obtain information from and/or report identity theft to your state attorney general at the Office of the Massachusetts Attorney General, One Ashburton Place, Boston, MA 02108, www.mass.gov/ago, 1-617-727-8400.
>
> **For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.

Fair Credit Reporting Act. You also have rights under the Fair Credit Reporting Act, which promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. The FTC has published a list of the primary rights created by the FCRA (https://www.ftc.gov/enforcement/statutes/fair-credit-reporting-act). The FTC's list of FCRA rights includes:

- You have the right to receive a copy of your credit report. The copy of your report must contain all the information in your file at the time of your request.
- Each of the nationwide credit reporting agencies is required to provide you with a free copy of your credit report, at your request, once every 12 months.
- You are also entitled to a free report if a company takes adverse action against you, like denying your application for credit, insurance, or employment, and you ask for your report within 60 days of receiving notice of the action. The notice will give you the name, address, and phone number of the credit reporting agency. You are also entitled to one free report a year if you're unemployed and plan to look for a job within 60 days; if you are on welfare; or if your report is inaccurate because of fraud, including identity theft.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information.
- Access to your file is limited. You must give your consent for reports to be provided to employers.
- You may limit "prescreened" offers of credit and insurance you receive based on information in your credit report.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.

Experian's® IdentityWorks℠

We have secured the services of Experian's IdentityWorks to provide identity monitoring at no cost to you for two years.

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by **December 31, 2022.** Be prepared to provide the activation code as proof of eligibility for the identity restoration services by Experian.

How to Activate Your Identity Monitoring Services

1. You must activate your identity monitoring services by December 31, 2022, your activation code will not work after this date.
2. Visit is https://www.experianidworks.com/plus to activate your identity monitoring services.
3. Provide your activation code:

Additional Details

A credit card is **not** required for enrollment in Experian IdentityWorks.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to $1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at 1-877-890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 24 months from the date of this letter. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.