



LEWIS BRISBOIS BISGAARD & SMITH LLP

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August 28, 2020

VIA E-MAIL

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

Re: Notice of Data Security Incident

Dear Attorney General MacDonald:

We represent Full House Resorts, Inc. ("FHR"), a casino developer and operator based in Summerlin South, Nevada. This letter is being sent because the personal information of one (1) New Hampshire resident may have been affected by a recent data security incident experienced by one of the casinos FHR operates called Bronco Billy's Casino, which is located in Cripple Creek, Colorado. The incident may have involved unauthorized access to or acquisition of one (1) resident's name, address, tax information, Social Security number, and financial account information.

On May 5, 2020, FHR detected a data security incident that disrupted access to certain systems and data. Upon discovering this, FHR immediately initiated an investigation and took steps to secure its network. FHR also engaged cybersecurity experts to assist with the investigation and determine whether sensitive information may have been accessed during the incident. As result of this investigation, FHR learned that personal information may have been accessed and/or acquired without authorization during the incident. On or about July 1, 2020, FHR identified that personal information belonging to certain individuals may have been affected. FHR worked diligently to identify address information, determine what information may have been affected for each individual, and prepare the materials needed to notify you and the potentially impacted individuals. These activities were substantially completed on August 18, 2020. On August 25, 2020, FHR confirmed that information belonging to one (1) resident of New Hampshire may have been affected.

FHR notified one (1) potentially affected New Hampshire resident of this incident via the attached sample letter, or a substantially similar version, on August 27, 2020. In that letter, FHR offered complimentary credit monitoring and identity theft prevention and restoration services through ID Experts, a data recovery services specialist. Importantly, FHR is not presently aware of any misuse of the impacted information. FHR has also notified the Federal Bureau of Investigation of this incident.

Please contact me should you have any questions.

Sincerely,

/s/ Julie Keersmaekers

Julie Keersmaekers of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl: Sample Consumer Notification Letter



C/O ID Experts
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-909-2919
Or Visit:
<https://ide.myidcare.com/fhr>
Enrollment Code: <<Code>>

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

August 27, 2020

Re: Notice of Data Breach

Dear <<First Name>> <<Last Name>>:

I am writing to inform you of a data security incident that may have affected your personal information. At Full House Resorts, Inc. (“FHR”), we take the privacy and security of all information very seriously. That is why I am writing to notify you of the incident, to offer you complimentary credit monitoring and identity theft prevention and restoration services, and to inform you of steps that you can take to help protect your personal information.

What Happened? On May 5, 2020, FHR discovered unusual activity on its systems including inaccessible and encrypted files. Upon learning of this activity, we immediately took steps to secure our digital environment and assembled a team to respond to the incident. We engaged a leading independent digital forensics firm to investigate the incident and to evaluate what information, if any, may have been accessed without authorization. As a result of this investigation, we learned that certain of FHR’s systems were accessed without authorization and malware was deployed to render data inaccessible. On or about July 1, 2020, FHR learned that some of the data that may have been acquired without authorization included your personal information.

Please also note that we have no evidence to suggest that your personal information has been misused in connection with this incident.

What Information Was Involved? The information impacted in connection with this incident may have included your name, address, Social Security number, tax information, financial account number, bank routing number, date of birth, gender and marital status.

What Are We Doing? As soon as we discovered this incident, we took the steps described above. In addition, because we take the confidentiality of all information within our possession very seriously, we have taken steps to enhance the security of employee email in order to minimize the likelihood of similar incidents occurring in the future. We are also providing you with information about steps that you can take to help protect your personal information and, as an added precaution, we are offering you complimentary credit monitoring and identity theft restoration services through ID Experts®, a data breach and recovery services expert.

What You Can Do: You can follow the recommendations included with this letter to help protect your personal information. In addition, we recommend that you enroll in the MyIDCare™ services referenced herein, which include twelve months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, MyIDCare™ will help you resolve issues if your identity is compromised.

To enroll in the MyIDCare™ services referenced herein, please call 1-833-909-2919 or visit <https://ide.myidcare.com/fhr> and use the Enrollment Code provided above. MyIDCare™ experts are available Monday through Friday, from 7:00 a.m. to 7:00 p.m. Mountain Standard Time, to assist with any questions relating to this incident. To receive these services, you must be over the age of 18, have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. Please note that the deadline to enroll is November 30, 2020.

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 ID Experts at 1-833-909-2919 from 7:00 a.m. to 7:00 p.m. Mountain Standard Time, Monday through Friday.

We take your trust in us and this matter very seriously and we apologize for any worry or inconvenience that this incident may cause you.

Sincerely,

A handwritten signature in cursive script that reads "Danielle Strong". The signature is written in dark ink and is positioned above the printed name.

Danielle Strong
Corporate Director of Human Resources
Full House Resorts, Inc.

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 and review 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 should also 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 (the "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 also contact one of the following three national credit reporting agencies:

Equifax P.O. Box 740241 Atlanta, GA 30374 1-866-349-5191 www.equifax.com	Experian P.O. Box 2002 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 1000 Chester, PA 19016 1-800-916-8800 www.transunion.com	Free Annual Report P.O. Box 105281 Atlanta, GA 30348 1-877-322-8228 www.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 steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Residents of North Carolina can obtain more information from their Attorneys General using the contact information below.

Federal Trade Commission 600 Pennsylvania Ave, NW Washington, DC 20580 consumer.ftc.gov , and www.ftc.gov/idtheft 1-877-438-4338	Maryland Attorney General 200 St. Paul Place Baltimore, MD 21202 oag.state.md.us 1-888-743-0023	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 knowing what is in your file; disputing incomplete or inaccurate information; and requiring consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <http://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.