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CONSUMER PROTECTION

December 2, 2021

**VIA U.S. MAIL**

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

**Re: General RV Center, Inc. – Incident Notification**

Dear Sir or Madam:

McDonald Hopkins PLC represents General RV Center, Inc. (“General RV”). I am writing to provide notification of an incident at General RV that may affect the security of personal information of approximately one (1) New Hampshire resident. General RV’s investigation is ongoing, and this notification will be supplemented with any new or significant facts or findings subsequent to this submission, if any. By providing this notice, General RV does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On October 31, 2021, General RV detected that a ransomware infection began encrypting files stored on its network. Upon learning of this issue, General RV contained the threat by disabling all unauthorized access to its network. General RV took immediate action to remediate and restore its systems and data, and commenced a prompt and thorough investigation. As part of its investigation, General RV has been working very closely with external cybersecurity professionals experienced in handling these types of incidents. A forensic investigation into the incident, including whether the incident impacted any data, is ongoing. While General RV does not yet have forensic validation, General RV has reason to believe that certain impacted files may have been acquired from its network. While there is no evidence that indicates any personal information was taken or published, the network contained a limited amount of personal information, including the affected resident’s full name and Social Security number.

To date, General RV has no evidence that any of the information has been or will be misused. Nevertheless, out of an abundance of caution, General RV wanted to inform you (and the affected resident) of the incident and to explain the steps that it is taking to help safeguard the affected resident against identity fraud. General RV is providing the affected resident with e-mail notification of this incident commencing on or about November 19, 2021 in substantially the same form as the letter attached hereto, followed by written notification on December 2, 2021. General RV is offering the affected resident a complimentary one-year membership with a credit monitoring service. General RV is advising the affected resident about the process for placing

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fraud alerts and/or security freezes on his/her credit files and obtaining free credit reports. The affected resident is also being provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

At General RV, protecting the privacy of personal information is a top priority. General RV remains fully committed to maintaining the privacy of personal information in its possession and has taken many precautions to safeguard it. General RV continually evaluates and modifies its practices to enhance the security and privacy of personal information.

Should you have any questions concerning this notification, please contact me at (248) 220-1360 or [cczuprynski@mcdonaldhopkins.com](mailto:cczuprynski@mcdonaldhopkins.com). Thank you for your cooperation.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Christine Czuprynski".

Christine Czuprynski

Encl.

General RV  
Mail Handling Services  
777 E Park Dr  
Harrisburg, PA 17111



**IMPORTANT INFORMATION  
PLEASE REVIEW CAREFULLY**

Dear [REDACTED]

The privacy and security of the personal information we maintain is of the utmost importance to General RV Center, Inc. ("General RV"). We are writing with important information regarding a recent data security incident that involved some of your information. We want to provide you with information about the incident, let you know about the services we are providing to you, and let you know that we continue to take significant measures to protect your information.

*What Happened?*

On October 31, 2021, General RV detected that a ransomware infection began encrypting files stored on our network.

*What We Are Doing.*

Upon learning of this issue, we contained the threat by disabling all unauthorized access to our network. We took immediate action to remediate and restore our systems and data, and commenced a prompt and thorough investigation. As part of our investigation, we have been working very closely with external cybersecurity professionals experienced in handling these types of incidents. A forensic investigation into the incident, including whether the incident impacted any data, is ongoing. While we do not yet have forensic validation, we have reason to believe that certain impacted files may have been acquired from our network.

*What Information Was Involved.*

While there is no evidence that indicates your personal information was taken or published, our network contained your personal information, specifically your full name and Social Security number.

*What You Can Do.*

**While the unauthorized individuals gained access to our network, there was no evidence that your personal information was acquired or published. Additionally, we have no evidence that any of your information has been or will be misused.** Nevertheless, out of an abundance of caution, we want to make you aware of the incident. To protect you from potential misuse of your information, we are offering a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup>. For more information on identity theft prevention and Experian's® IdentityWorks<sup>SM</sup>, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

For More Information.

Please accept our apologies that this incident occurred. We remain fully committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of your personal information.

**If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED].** This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 8:00 am to 5:00 pm Eastern.

Sincerely,

General RV Center, Inc.

– OTHER IMPORTANT INFORMATION –

**1. Enrolling in Complimentary 12-Month Credit Monitoring.**

To help protect your identity, we are offering a complimentary 12-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** [REDACTED] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your **activation code:** [REDACTED]

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 [REDACTED] by February 17, 2022. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

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, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** 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<sup>\*\*</sup>:** 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 877.288.8057. 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 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## 2. Placing a Fraud Alert on Your Credit File.

Whether or not you choose to use the complimentary 12-month credit monitoring services, we recommend that you place an initial one (1) year “fraud alert” on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

### *Equifax*

P.O. Box 105788  
Atlanta, GA 30348

<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

(800) 525-6285

### *Experian*

P.O. Box 9554  
Allen, TX 75013

<https://www.experian.com/fraud/center.html>

(888) 397-3742

### *TransUnion LLC*

P.O. Box 6790  
Fullerton, PA 92834-6790

<https://www.transunion.com/fraud-alerts>

(800) 680-7289

## 3. Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a “security freeze” be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

### *Equifax Security Freeze*

P.O. Box 105788  
Atlanta, GA 30348

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

(800) 349-9960

### *Experian Security Freeze*

P.O. Box 9554  
Allen, TX 75013

<http://experian.com/freeze>

(888) 397-3742

### *TransUnion Security Freeze*

P.O. Box 2000  
Chester, PA 19016

<http://www.transunion.com/security-freeze>

(888) 909-8872

In order to place the security freeze, you’ll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit reporting company will send you a confirmation letter containing a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

## 4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

## 5. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name, or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

**North Carolina Residents:** You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Department of Justice, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov/](http://www.ncdoj.gov/), Telephone: 877-566-7226.