



December 14, 2016

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

Dear Attorney General Foster:

Pursuant to N.H. Rev. Stat. Ann. § 359-C:20, we are writing to notify you of a breach of security of personal information involving 1 New Hampshire resident.

STATE OF NH
DEPT OF JUSTICE
2016 DEC 15 AM 10:50

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

On or about November 14, 2016, we discovered an unauthorized intrusion into our computer systems which allowed access to our email and network drives. We took immediate action with outside security experts to address the situation. While our investigation is ongoing, we believe that certain personal information such as names, social security numbers, and addresses of current and former employees and other documents stored on the network drives may have been exposed and accessed.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

This incident affected 1 New Hampshire resident. The New Hampshire resident will shortly receive Notice pursuant to N.H. Rev. Stat. Ann. § 359-C:20.

Please see the attached copy of the Notices and Information Sheet that will be sent to the 1 affected New Hampshire resident.

STEPS WE HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT

We are working with law enforcement and outside security experts. We are providing notice to current and former employees. Under the circumstances, we wanted to make sure the New Hampshire resident was aware of the incident and the steps to take to guard against identity theft or fraud. These steps include:

- Order a Credit Report. Reminding the resident that he is entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. Information on how to obtain a free credit report is contained in the Notice and Information Sheet.

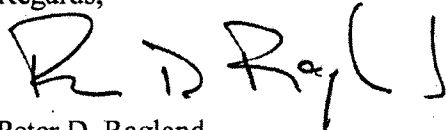
- Register for Identity Protection and Credit Monitoring Services. As an added precaution, we have arranged to have Identity Guard provide identity protection monitoring services for the next 12 months at no cost. Information regarding these monitoring services is also explained in the Notice and Information Sheet.
- Review the Enclosed Information Sheet. The Information Sheet has additional information regarding credit protection and identifies additional resources.

We have also established a dedicated toll-free number specifically for this incident. Should you have any questions about the content of this Notice, please call 513-338-1759 Monday through Friday between 7:30am – 5 p.m.

OTHER NOTIFICATION AND CONTACT INFORMATION

If the Office of the Attorney General has any questions or needs further information, they may contact Joseph M. Callow, Jr. at Keating, Muething & Klekamp, PLL (513-579-6419).

Regards,



Peter D. Ragland
President

Enclosures: Notice of Incident
Information about Identity Theft Protection
Identity Guard Protection Enrollment Instructions

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THE GORILLA GLUE COMPANY

FOR THE TOUGHEST JOBS ON PLANET EARTH®

December 9, 2016

RE: NOTICE OF SECURITY INCIDENT

We are writing to inform you of an incident involving some of your personal identifiable information.

WHAT HAPPENED & WHAT WE ARE DOING

On November 14, 2016, we discovered an unauthorized intrusion into our computer systems which allowed access to our email and network drives. We took immediate action and are working closely with law enforcement and outside security experts to conduct a thorough investigation and we have taken appropriate steps to address the situation.

WHAT INFORMATION WAS INVOLVED

While our investigation is ongoing, we have evidence to indicate that certain personal information such as names, social security numbers, and addresses of current and former employees in emails and other documents stored on the network drives may have been exposed and accessed.

WHAT YOU CAN DO

We want to make you aware of the incident and advise you of steps you may take to guard against identity theft or fraud.

- **Review the Enclosed Information Sheet.** The attached Information Sheet provides additional information regarding credit protection and identifies additional resources.
- **Order a Credit Report.** You are entitled under US law to one free credit report annually from each of the three nationwide consumer reporting agencies. It is always a good idea to be vigilant by reviewing your account statements and monitoring your free credit reports. Information on how to obtain a free report is contained in the attached Information Sheet.
- **Register for Identity Protection and Credit Monitoring Services.** As an added precaution, we have arranged to have Identity Guard provide Total Protection coverage to all employees and you will have the option to elect coverage for your dependents for the next 12 months at no cost to you. Instructions on how to register for the Identity Guard services are attached.





THE GORILLA GLUE COMPANY

FOR THE TOUGHEST JOBS ON PLANET EARTH™

FOR MORE INFORMATION

We have established a dedicated toll-free number specifically for this security incident. Should you have any questions about the content of this Notice, please call 513-338-1759 Monday through Friday between 7:30 a.m. – 5:00 p.m.

We regret any concern or inconvenience that this incident may cause you. We are here to answer your questions and support you through this process.

Sincerely,

Peter D. Ragland
President

Enclosures: Notice of Incident
Information about Identity Theft Protection
Identity Guard Protection Enrollment Instructions

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Information about Identity Theft Prevention

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. Federal law allows you to get a free copy of your credit report every 12 months from each credit reporting company. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com

Experian: P.O. Box 4500, Allen, TX 75013, 1-888-397-3742, www.experian.com

TransUnion LLC: 2 Baldwin Place, P.O. Box 1000, Chester, PA 19016, 1-800-888-4213, www.transunion.com

We recommend you remain vigilant with respect to reviewing your account statements and credit reports and promptly report any suspicious activity or suspected identity theft to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338),
www.ftc.gov/idtheft

Fraud Alerts: There are also two types of fraud alerts that you can ask be placed on your credit report to put your creditors on notice that you may be a victim of fraud. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can find out more information or place a fraud alert on your credit report by calling the toll-free number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, www.equifax.com
Experian: 1-888-397-3742, www.experian.com
TransUnion: 1-800-680-7289, fraud.transunion.com

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian Security Freeze: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion Security Freeze, Fraud Victim Assistance Department: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian Security Freeze: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion Security Freeze, Fraud Victim Assistance Department: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

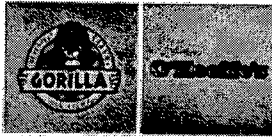
In order to request a security freeze, you will need to provide the following information:

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 a 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.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.



TOTAL Protection Program

Step-by-Step Activation Process

Confirmation of Benefits Email Received

After your enrollment file is processed, you will receive an email with a link to validate your information and complete enrollment into the Identity Guard service. The email includes your Username.

Verify Eligibility

Click on "log in to your account" and land on the "Verify Eligibility" page. You will be prompted to enter in your date of birth and last name.

Set Up Password and Sign In

Set up a Password. You will then sign in with your Username and Password.

Click on Update Product Selection

To access your product and coverage election, click on the "Update Product Selection" button in the "My Products" section of the screen.

Confirm Election

Review and confirm your enrollment information. Agree to the payment conditions statement, "The monthly billing amount for the programs that you are enrolled in will be paid for by your company's contribution to the benefit plan. There is no cost to you for participating in this program." Select "Place a Secure Order" to move to next step.

Products

If you chose to change your election, you will be directed to the "Products" screen to select your coverage level preference. Select "Continue".

Confirm Election

Review and confirm your updated coverage election. If the elections are correct, you will agree to the payment conditions statement, "The monthly billing amount for the programs that you are enrolled in will be paid by your company's contribution to the benefit plans. There is no cost to you for participating in this program." Select "Place a Secure Order" to move to the next step.

Social Security Number

Enter your SSN to enable monitoring and credit features.

Identity Verification

Answer questions based on your credit history.

Establish Identity Guard Account Credentials

Create your Identity Guard User ID and Password.

Access Your Benefits

Proceed to access your benefits. You will return to this page each time you log in to view your benefits.