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April 8, 2020

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VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)
AND FEDERAL EXPRESS

The Honorable Gordon MacDonald
Attorney General of the State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notification of a Data Security Incident

Dear Attorney General MacDonald:

We represent Grape Holding, NV in connection with an incident that involved the personal information of three hundred and twenty-two (322) New Hampshire residents and provide this notice on behalf of Grape Holding, NV pursuant to N.H. REV. STAT. ANN. § 359-C:20. This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to this submission. While Grape Holding, NV is notifying you of this incident, Grape Holding, NV does not waive any rights or defenses relating to the incident or this notice or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

Grape Holding, NV recently determined that an unauthorized user accessed its reservation portfolios on a third party system on March 5, 2020. On March 7, 2020, the host of the third party reservation system informed Grape Holding, NV that it had detected an unauthorized user and worked quickly to limit access to encrypted guest information while taking immediate measures to investigate and address the situation. Forensic experts determined that the incident was a single occurrence, during which the unauthorized user accessed reservation data, including but not limited to names, addresses, e-mail addresses and payment information of the New Hampshire residents. Grape Holding, NV is notifying all individuals whose personal information could have been accessed.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

The incident may have impacted three hundred and twenty-two (322) New Hampshire residents. On March 17, 2020, Grape Holding, NV sent an email notice to the impacted residents. Further, Grape Holding, NV is mailing notice letters to the impacted individuals today, April 8, 2020, via first-class United States mail. Enclosed are samples of the notice email and letter sent to the impacted residents.

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, the host of third party reservation system worked quickly to limit access to Grape Holding, NV's encrypted guest information while taking immediate measures to investigate and address the situation. Additionally, forensic experts determined that the incident was a single occurrence. Grape Holding, NV is assessing additional technical controls following the incident.

CONTACT INFORMATION

Please do not hesitate to contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,

Michael J. Waters

Enclosures

Divi & Tamarijn Aruba All Inclusives

CONCERNING YOUR INFORMATION

Dear Guest,

Divi & Tamarijn Aruba All Inclusives values you as our guest and our staff recognizes the importance of protecting your personal information. The property is currently investigating a recent data security incident concerning an unauthorized user accessing our reservation portfolios on a third party system on March 5, 2020.

On this date, the host of the third party reservation system detected an unauthorized user and worked quickly to limit access to encrypted guest information while taking immediate measures to investigate and address the situation.

Forensic experts determined that the incident was a single occurrence, during which the unauthorized user accessed reservation data, including but not limited to names, addresses, e-mail addresses and payment information.

Divi & Tamarijn Aruba All Inclusives deeply regrets that this incident occurred and will continue conducting a thorough investigation with law enforcement. We are working diligently to ensure guests have answers to questions regarding their personal information.

It is our promise that we will do everything possible to support you as a guest, including working with the host of the reservation system to adopt new procedures to prevent this type of unauthorized access from happening in the future.

Please contact 1-800-554-2008 or info@diviaruba.com with questions or concerns, and a representative will be in touch with you as soon as possible.

Sincerely,

Hotel Management

JE Irausquin Boulevard #41, Oranjestad, Aruba
1-800-554-2008 | info@diviaruba.com

Grape Holding, NV / Divi & Tamarijn Aruba
30 School Street, 3rd Floor
Rockland, ME 04841

Divi & Tamarijn Aruba All Inclusives

April 8, 2020

«Full_Name» «ID»
«Address_1»
«Address_2»
«City», «State» «Zip»

Dear «Full_Name»:

As explained in our email correspondence dated March 17, 2020, Grape Holding, NV is currently investigating a recent data security incident concerning an unauthorized user accessing our reservation portfolios on a third party system on March 5, 2020. The property values you as our guest and our staff recognizes the importance of protecting your personal information, which is why we are writing to provide you with steps you can take to protect yourself.

On March 7, 2020, the host of the third party reservation system detected an unauthorized user and worked quickly to limit access to encrypted guest information while taking immediate measures to investigate and address the situation. Forensic experts determined that the incident was a single occurrence, during which the unauthorized user accessed reservation data, including but not limited to names, addresses, e-mail addresses and payment information. **Your Social Security number and driver's license number were not impacted in this incident.**

Grape Holding, NV deeply regrets that this incident occurred and will continue conducting a thorough investigation with law enforcement. We are working diligently to ensure guests have answers to questions regarding their personal information.

It is our promise that we will do everything possible to support you as a guest, including working with the host of the reservation system to adopt new procedures to prevent this type of unauthorized access from happening in the future. Please contact 1-800-554-2008 or info@diviaruba.com with questions or concerns, and a representative will be in touch with you as soon as possible.

Sincerely,

Hotel Management

Additional Important Information

As a precautionary measure, we recommend that you remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing your account statements and monitoring 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 incidents of identity theft to proper law enforcement authorities, including the police and your state's attorney general, as well as the Federal Trade Commission ("FTC").

You may wish to review the tips provided by the FTC on fraud alerts, security/credit freezes and steps you can take to avoid identity theft. For more information and to contact the FTC, please visit www.ftc.gov/idtheft or call 1-877-ID-THEFT (1-877-438-4338). You may also contact the FTC at Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze can be placed without any charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies by regular, certified or overnight mail at the addresses below or, if available, comply with the consumer reporting agencies' online security freeze request procedures:

Equifax Security Freeze	Experian Security Freeze	Trans Union Security Freeze
1-800-349-9960	1-888-397-3742	1-888-909-8872
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 105788	P.O. Box 9554	P.O. Box 160
Atlanta, GA 30348	Allen, TX 75013	Woodlyn, PA 19094

In order to request a security freeze, you may 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 or, if available, comply with the consumer reporting agencies' online procedures for lifting a security freeze, 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 or, if available, comply with the consumer reporting agencies' online procedures for removing a security freeze, 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.

Credit Reports: You may obtain a free copy of your credit report once every 12 months from each of the three national credit reporting agencies by visiting www.annualcreditreport.com, by calling toll-free 1-877-322-8228, 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 print a copy of the request form at https://www.annualcreditreport.com/manualRequestForm.action.

Alternatively, you may elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies for the purpose of requesting a copy of your credit report or for general inquiries is as follows:

Equifax	Experian	TransUnion
1-800-349-9960	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com
P.O. Box 105788	P.O. Box 9554	P.O. Box 1000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016

Fraud Alerts: 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 ninety (90) days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any new accounts in your name. To place a fraud alert on your credit report, contact any of the three national credit reporting agencies using the contact information listed above. Additional information is available at www.annualcreditreport.com.

Iowa Residents: Iowa residents can contact the Office of the Attorney general to obtain information about steps to take to avoid identity theft from the Iowa Attorney General's office at: Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines IA 50319, 515-281-5164.

Maryland Residents: Maryland residents can contact the Office of the Attorney General to obtain information about steps you can take to avoid identity theft from the Maryland Attorney General's office at: Office of the Attorney General, 200 St. Paul Place, Baltimore, MD 21202, (888) 743-0023, http://www.marylandattorneygeneral.gov/.

North Carolina Residents: North Carolina residents can obtain information about preventing identity theft from the North Carolina Attorney General's Office at: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001; 877-5-NO-SCAM (Toll-free within North Carolina); 919-716-6000; www.ncdoj.gov.

Rhode Island Residents: We believe that this incident affected 185 Rhode Island residents. Rhode Island residents can contact the Office of the Attorney general at: Rhode Island Office of the Attorney General, 150 South Main Street, Providence, RI 02903, (401) 274-4400, www.riag.ri.gov. You have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Vermont Residents: If you do not have internet access but would like to learn more about how to place a security freeze on your credit report, contact the Vermont Attorney General's Office at 802-656-3183 (800-649-2424 toll free in Vermont only).