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March 24, 2017

Sent Via Email and First Class Mail

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

Re: Notice of Data Breach

Dear Attorney General Foster:

I am writing on behalf of Great Falls Holdings, Inc., a Maine corporation ("Great Falls"), to report a data breach at Great Falls that may have exposed the 2016 W-2 Wage and Tax Statement Forms of company employees to unauthorized third parties. This breach was discovered on March 21, 2017, and occurred on February 23, 2017. There are three (3) New Hampshire residents whose information may have been exposed as a result of this incident. The breach occurred as a result of an email phishing attack. The information exposed includes the name, address, and social security number of affected individuals.

Great Falls is committed to protecting the personal information of its employees. Attached is the form of the notification letter that Great Falls is providing to affected individuals. Notification letters are being mailed today, March 24, 2017. As discussed in the attached, Great Falls is offering identify-theft monitoring services free-of-charge to all affected individuals through Experian.

If you have any questions regarding this matter, or need any additional information, please do not hesitate to contact me.

Sincerely,

Eben M. Albert
EMA:jjc

Enclosure

121 Mill Street
Auburn, ME 04210

March 24, 2017

[Insert Recipient's Name]
[Insert Address]
[Insert City, State, Zip]

RE: Notice of Data Breach

Dear [Insert customer name]:

We are contacting you regarding a data security incident that was recently discovered at Great Falls Holdings, Inc. Please read this entire letter.

What Happened And What Information was Involved

On March 21, 2017, we learned that the 2016 W-2 Wage and Tax Statement Forms for company employees were apparently compromised as a result of a data breach that occurred on February 23, 2017. As a result, your personal information may have been exposed to third-parties who may try to misuse it to file a false tax return in your name, to open accounts in your name, or for other purposes. The information compromised consists of all information contained on your 2016 W-2 statement. Please be assured that Great Falls is taking significant steps to address this incident, as discussed below.

What We Are Doing

Upon our discovery of this incident, Great Falls immediately worked with our attorneys to notify appropriate federal and Maine state tax and law enforcement authorities. Great Falls is also reviewing our internal procedures to help ensure that an incident like this does not happen again. In addition, Great Falls is offering complimentary identify-theft monitoring services to everyone affected by this incident through Experian IdentityWorks and Experian Identity Restoration. Instructions on how to take advantage of this offer are included below.

What You Can Do

We recommend that you monitor your current and past credit or debit card statements for unusual or suspicious activity, and if any is found, report it to your bank or credit card company. Additional tips for protecting your information can be found on the last page of this letter. We also recommend that you review the IRS's Taxpayer Guide to Identity Theft, which may be found at the following website: https://www.irs.gov/uac/taxpayer-guide-to-identity-theft.

As noted above, Great Falls is offering complimentary identity theft monitoring services for one-year to all affected individuals through Experian IdentityWorks and Experian Identity Restoration. There is no charge to you for these services.

While Identity Restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks SM as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: June 30, 2017** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: www.experianidworks.com/3bplusone
- Provide your **activation code: [code]**

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332 by June 30, 2017. Be prepared to provide **Engagement # DB01136** as proof of eligibility for the identity restoration services by Experian.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. 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 from the date of the incident (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 offer is available to you for one-year from the date of this letter and does not require any action on your part at this time, but you must take action by **June 30, 2017** to enroll in the Experian IdentityWorks Credit Plus membership.

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.

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.
- **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.
- **$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.ExperianIDWorks.com/restoration for this information.

For More Information

Should you have questions or concerns regarding this matter, please do not hesitate to contact us at (207) 333-3020. Additional information is also provided on the last page of this letter. We sincerely apologize for this incident and regret any inconvenience it may cause you.

Sincerely,

Electronic Signature

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

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions

Additional Important Information

For residents of *Michigan* and *North Carolina*: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of *North Carolina*:
It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the nationwide three credit reporting agencies. To order your 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 at https://www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

You can obtain information from the North Carolina Office of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

North Carolina Office of the Attorney General Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com	**Federal Trade Commission** Consumer Response Center 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/bcp/edu/microsites/idtheft

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For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus by notifying one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three credit bureaus is below:

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. 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 complaint 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. The consumer reporting agency may charge a small fee to place, life, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 www.equifax.com/help/credit-freeze/en_cp 800-525-6285	**Experian Security Freeze** P.O. Box 9554 Allen, TX 75013 www.experian.com/freeze 888-397-3742	**TransUnion (FVAD)** P.O. Box 2000 Chester, PA 19022 www.transunion.com 888-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.