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BakerHostetler

CONSUMER PROTECTION

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March 1, 2021

VIA OVERNIGHT MAIL

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

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, Great Lakes Gelatin Company, LLC to provide notice of a security incident involving a New Hampshire resident.¹ Great Lakes Gelatin is a leading supplier of Collagen and Gelatin products, located in Grayslake, Illinois.

Great Lakes Gelatin concluded its investigation of a security incident involving unauthorized access two employees' email accounts. Upon discovering this incident, Great Lakes Gelatin immediately secured the email account and launched an investigation with the assistance of an outside IT security firm.

Through this investigation, Great Lakes Gelatin determined that an unauthorized party accessed the email accounts between October 13, 2020 and November 3, 2020. The investigation did not determine which emails or attachments, if any, were accessed by the unauthorized person; however, Great Lakes Gelatin was unable to rule out this possibility. As part of its investigation, Great Lakes Gelatin conducted a comprehensive review of the contents of the accounts that could have been viewed or accessed to identify individuals whose information may have been accessible to the unauthorized party. On February 4, 2021, Great Lakes Gelatin determined that an email or

¹ This notice is not, and does not constitute, a waiver of Great Lake Gelatin's objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this data security incident.

Attorney General MacDonald
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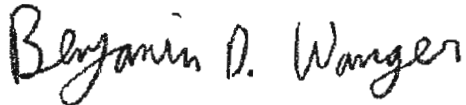
attachment in the accounts contained the name and Social Security number belonging to a New Hampshire resident.

On March 1, 2021, Great Lakes Gelatin will mail the notification letter to the New Hampshire resident in substantially the same form as the enclosed letter via U.S. First-Class mail in accordance with N.H. Rev. Stat. § 359-C:20(c). Great Lakes Gelatin is offering the New Hampshire resident whose Social Security number is involved one-year of complimentary credit monitoring, fraud consultation, and identity theft restoration services through Kroll. Great Lakes Gelatin has also provided a contact number where the individual may obtain more information regarding the incident.

To help prevent something like this from happening again, Great Lakes Gelatin is conducting a comprehensive review of its cybersecurity defenses and will soon implement updated protocols and procedures aimed at preventing any further cybersecurity events.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "Benjamin D. Wanger". The signature is written in a cursive, slightly slanted style.

Benjamin Wanger
Counsel



<<Name 1>>

<<Address 1>>

<<Address 2>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

Dear <<Name 1>>:

Great Lakes Gelatin Company, LLC is committed to protecting the information we maintain. We are writing to inform you of a security incident that may have involved some of your information. This notice explains the incident, measures we have taken, and some steps you may consider taking.

On February 4, 2021, we concluded an investigation of a security incident involving unauthorized access to two employees' email accounts. Upon discovering this incident, we immediately secured the email accounts and launched an investigation with the assistance of an outside IT security firm. Through our investigation, we determined that the unauthorized access occurred between October 13, 2020 and November 3, 2020.

Our investigation was not able to determine which emails or attachments, if any, were accessed by the unauthorized party. We, therefore, conducted a comprehensive review of the contents of the email accounts that could potentially have been accessed by the unauthorized party. Through this review, we determined that an email or attachment in one or more of the email accounts contained your <<VARIABLE DATA>>

We believe that the unauthorized access occurred as part of an attempt to obtain money from Great Lakes Gelatin Company through a wire transfer and not to access personal information. To date, we have no evidence that your information was viewed or misused by the unauthorized person. However, out of an abundance of caution, we wanted to let you know this happened and assure you that we take this matter very seriously. We encourage you to remain vigilant by reviewing your financial account statements for any unauthorized activity. If you see charges or activity you did not authorize, please contact your financial institution immediately. As a further precaution, we are offering you a complimentary **one-year** membership in Experian's IdentityWorksSM 3B. This product helps detect possible misuse of your information and provides you with identity protection support focused on immediate identification and resolution of identity theft. IdentityWorks is completely free and enrolling in this program will not hurt your credit score. **For more information on IdentityWorks, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take to protect yourself, please see the pages that follow this letter.**

We regret any inconvenience or concern this incident may cause you. To help prevent something like this from happening again, we are conducting a comprehensive review of our cybersecurity defenses and will soon implement updated protocols and procedures aimed at preventing any further cybersecurity events. If you have any questions regarding this data security incident, please call 847-231-7077 between 9 a.m. and 5 p.m. Central Standard Time

Sincerely,

Great Lakes Gelatin Company, LLC

James Butt, its President

EXPERIAN CREDIT MONITORING INSTRUCTIONS

To help protect your identity, we are offering a **complimentary one-year membership** of Experian IdentityWorksSM Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: **[May 5, 2021]** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: [\[https://www.experianidworks.com/3bcredit\]](https://www.experianidworks.com/3bcredit)
3. PROVIDE the **Activation Code: [CODE]**

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 [\[877.288.8057\]](tel:877.288.8057). Be prepared to provide engagement number as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **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.
- **Experian IdentityWorks ExtendCARETM:** 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.

Activate your membership today at <https://www.experianidworks.com/3bcredit> or call [\[877.288.8057\]](tel:877.288.8057) to register with the activation code above.

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. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at [\[877.288.8057\]](tel:877.288.8057).

* 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 jurisdiction.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

If your health insurance or medical information was involved, it is also advisable to review the billing statements you receive from your health insurer or healthcare provider. If you see charges for services you did not receive, please contact the insurer or provider immediately.

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. 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 one year. 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.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com

- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

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 bureau will provide you with 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.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Great Lakes Gelatin Company can be contacted via mail at 253 Commerce Dr, Grayslake, IL 60030 or via telephone at (847) 223-8141.

Additional information for residents of the following states:

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>