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November 7, 2023

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

The Honorable John Formella
Attorney General of the State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Re: Notification of Data Security Incident

To Whom It May Concern:

We represent The Hillman Group (“Hillman”), which has a mailing address of 1280 Kemper Meadow Drive Forest Park, OH 45240, in connection with a recent incident that involved the the personal information of eleven (11) New Hampshire residents. We provide this notice on behalf of Hillman pursuant to N.H. Rev. Stat. Ann. §§ 359-C:19, C:20, C:21.

This notice will be supplemented, if necessary, with any new, significant facts discovered subsequent to its submission. While Hillman is notifying you of this incident, Hillman does not waive any rights or defenses relating to the incident, this notice, or the applicability of New Hampshire law on personal jurisdiction.

BACKGROUND OF THE INCIDENT

Hillman learned that an unauthorized party gained access to its computer network. Upon discovering this, Hillman promptly began an internal investigation and engaged a leading computer forensics firm to further examine its network and confirm the security of its systems. Through that investigation, Hillman learned that, between May 30, 2023 and June 2, 2023, the unauthorized party accessed files on the Hillman network. Hillman reviewed those files to determine what, if any, personal information they contained.

On June 14, 2023, Hillman determined that the files contained personal information pertaining to certain individuals. Upon learning this, Hillman began compiling a list of the individuals involved and locating current contact information with which to notify the individuals. The search for contact information, in particular, took significant time and resources. Once this process was complete, Hillman began taking steps to notify the involved individuals. This included drafting notification letters, arranging for complimentary credit monitoring and identify theft protection

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November 7, 2023

Page 2

services for individuals whose Social Security numbers were involved, and engaging a call center to assist in timely answering questions from letter recipients.

Although Hillman is not aware of any instances of this personal information being misused for the purpose of committing fraud or identity theft, Hillman is notifying these individuals and is offering them complimentary credit monitoring

NUMBER OF NEW HAMPSHIRE RESIDENTS NOTIFIED

Hillman determined that the involved files contained personal information pertaining to eleven (11) New Hampshire residents. For each person, the involved personal information consisted of a Social Security number. In some cases, a date of birth was involved as well.

Hillman mailed the notification letters to the involved individuals yesterday, November 6, 2023. Enclosed is a sample of the notice that is being sent to the individuals via first-class United States mail. As shown in the sample, the notification letters include an offer for of complimentary credit monitoring and identity theft protection services.

STEPS TAKEN RELATING TO THE INCIDENT

As mentioned, Hillman identified individuals whose personal information was involved in the incident and is notifying them of the incident via letters that provide information on ways to protect against potential fraud and identity theft, as well as complimentary credit monitoring. Additionally, Hillman is taking steps to reduce the risk of this type of incident occurring in the future, including reviewing its technical security measures.

CONTACT INFORMATION

Please contact me if you have any questions or if I can provide you with any further information concerning this matter.

Very truly yours,

Pasha A. Sternberg

Enclosure



Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

<<First Name>> <<Middle Name>> <<Last Name>>
<<Address 1>>
<<Address 2>>
<<City>><<State>><<Zip>>

<<Date>>

Dear <<First Name>> <<Middle Name>> <<Last Name>>:

RE: NOTICE OF DATA BREACH

The Hillman Group (“Hillman” or “we”) respects the privacy of your information, which is why we are writing to advise you of a recent incident that may have involved some of your personal information. **We have no reason to believe that your personal information has been misused for the purpose of committing fraud or identity theft.** Nonetheless, we are providing you this notice to advise you of the incident and to provide you guidance on what you can do to protect yourself, should you feel it is appropriate to do so.

What Happened? We recently learned that an unauthorized third party gained access to our computer network. Upon discovering the incident, we promptly began an internal investigation, and we engaged a leading computer forensics firm to further examine our network and confirm the security of our systems. Through that investigation, we learned that, between May 30, 2023 and June 2, 2023, the unauthorized party accessed files on our network.

What Information Was Involved? Upon identifying that the unauthorized third party acquired copies of some of our files, we began a review of the information in those files to determine what, if any, personal information they contained. On June 14, 2023, we determined that the files contained

What We Are Doing. In addition to the actions described above, we are taking steps to reduce the risk of this type of incident occurring in the future, including reviewing our technical security measures. Although we are not aware of any instances of fraud or identity theft involving your personal information, in an abundance of caution we are also offering a complimentary membership to Equifax Complete™ Premier. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on identification and resolution of identity theft. **For more information about Equifax Complete™ Premier, including instructions on how to activate your complimentary membership, please refer to the enclosed instructions.**

What You Can Do. While we have no evidence that your personal information has been misused, we encourage you to take advantage of the complimentary credit monitoring included in this letter. You can find more information on steps to protect yourself against possible identity theft or fraud in the enclosed *Additional Important Information* sheet.

For More Information. For further assistance, please call toll-free at _____ from 9:00 a.m. to 9:00 p.m. Eastern Time, Monday through Friday excluding U.S. holidays.

We value the trust you place in us, take our responsibility to safeguard your personal information seriously, and apologize for any inconvenience this incident might cause.

Sincerely,

Amanda Kitzberger

Amanda Kitzberger
Vice President, General Counsel



Activation Code: <<ACTIVATION CODE>>
Enrollment Deadline: <<ENROLLMENT DEADLINE>>

Equifax Complete™ Premier

Key Features

- Annual access to your 3-bureau credit report and VantageScore¹ credit scores
- Daily access to your Equifax credit report and 1-bureau VantageScore credit score
- 3-bureau credit monitoring² with email notifications of key changes to your credit reports
- WebScan notifications³ when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites
- Automatic fraud alerts⁴, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock⁵
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft⁶.
- Lost Wallet Assistance if your wallet is lost or stolen, and one-stop assistance in canceling and reissuing credit, debit and personal identification cards.

Enrollment Instructions

Go to www.equifax.com/activate Enter your unique Activation Code then click “Submit” and follow these 4 steps:

1. **Register:**

Complete the form with your contact information and click “Continue”.

If you already have a myEquifax account, click the ‘Sign in here’ link under the “Let’s get started” header.

Once you have successfully signed in, you will skip to the Checkout Page in Step 4

2. **Create Account:**

Enter your email address, create a password, and accept the terms of use.

3. **Verify Identity:**

To enroll in your product, we will ask you to complete our identity verification process.

4. **Checkout:**

Upon successful verification of your identity, you will see the Checkout Page.

Click ‘Sign Me Up’ to finish enrolling.

You’re done!

The confirmation page shows your completed enrollment.

Click “View My Product” to access the product features.

¹The credit scores provided are based on the VantageScore® 3.0 model. For three-bureau VantageScore credit scores, data from Equifax®, Experian®, and TransUnion® are used respectively. Any one-bureau VantageScore uses Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

²Credit monitoring from Experian and TransUnion will take several days to begin. ³WebScan searches for your Social Security Number, up to 5 passport numbers, up to 6 bank account numbers, up to 6 credit/debit card numbers, up to 6 email addresses, and up to 10 medical ID numbers. WebScan searches thousands of Internet sites where consumers' personal information is suspected of being bought and sold, and regularly adds new sites to the list of those it searches. However, the Internet addresses of these suspected Internet trading sites are not published and frequently change, so there is no guarantee that we are able to locate and search every possible Internet site where consumers' personal information is at risk of being traded. ⁴The Automatic

Fraud Alert feature is made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC. ⁵Locking your Equifax credit report will prevent access to it by certain third parties. Locking your Equifax credit report will not prevent access to your credit report at any other credit reporting agency. Entities that may still have access to your Equifax credit report include: companies like Equifax Global Consumer Solutions, which provide you with access to your credit report or credit score, or monitor your credit report as part of a subscription or similar service; companies that provide you with a copy of your credit report or credit score, upon your request; federal, state and local government agencies and courts in certain circumstances; companies using the information in connection with the underwriting of insurance, or for employment, tenant or background screening purposes; companies that have a current account or relationship with you, and collection agencies acting on behalf of those whom you owe; companies that authenticate a consumer's identity for purposes other than granting credit, or for investigating or preventing actual or potential fraud; and companies that wish to make pre-approved offers of credit or insurance to you. To opt out of such pre-approved offers, visit www.optoutprescreen.co ⁶The Identity Theft Insurance benefit is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company, under group or blanket policies issued to Equifax, Inc., or its respective affiliates for the benefit of its Members. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

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. This notification was not delayed by law enforcement.

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 1-866-349-5191 www.equifax.com P.O. Box 740241 Atlanta, GA 30374	Experian 1-888-397-3742 www.experian.com P.O. Box 2002 Allen, TX 75013	TransUnion 1-800-888-4213 www.transunion.com P.O. Box 2000 Chester, PA 19016
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Fraud Alerts: You may want to consider placing a fraud alert on your credit report. A fraud alert is free and will stay on your credit report for one (1) year. 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.

Credit and Security Freezes: You may have the right to place 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 the use of a PIN number that is issued to you when you initiate the freeze. A credit freeze can be placed without any charge and is designed to prevent potential credit grantors from accessing your credit report 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. 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 1-888-298-0045 www.equifax.com P.O. Box 105788 Atlanta, GA 30348	Experian Security Freeze 1-888-397-3742 www.experian.com P.O. Box 9554 Allen, TX 75013	TransUnion Security Freeze 1-888-909-8872 www.transunion.com P.O. Box 160 Woodlyn, PA 19094
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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/>.

New York State Residents: New York residents can obtain information about preventing identity theft from the New York Attorney General's Office at: Office of the Attorney General for the State of New York, Bureau of Consumer Frauds & Protection, The Capitol, Albany, New York 12224-0341; <https://ag.ny.gov/consumer-frauds/identity-theft>; (800) 771-7755.

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 <<RI Count>> 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).

Washington, DC Residents: Washington, DC residents can obtain information about steps to take to avoid identity theft from the Office of the Attorney General for the District of Columbia at: 441 4th Street, NW, Washington, DC 20001; 202-727-3400; www.oag.dc.gov.