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May 11, 2022

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

Attorney General John Formella
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Dear Attorney General Formella:

We are writing on behalf of our client, Hissong Properties LLC (“Hissong”), to notify your office of a cybersecurity incident. Hissong’s headquarters are located at 46 York Street, Kennebunk, Maine 04043.

Hissong recently completed an investigation into an incident involving unauthorized access to a Hissong employee’s email account. Upon identifying unusual activity in the email account on February 3, 2022, Hissong immediately took steps to secure the email account, a cybersecurity firm was engaged, and a thorough investigation was conducted. The investigation determined that there was unauthorized access to the account between November 10, 2021, and February 3, 2022. The investigation was not able to determine identify all of the emails or attachments that the unauthorized actor viewed or accessed, so out of an abundance of caution, Hissong conducted a thorough review of the emails and attachments in the account. On March 14, 2022, Hissong determined that one or more of the files contained the name, Social Security number, or driver’s license number of 18 New Hampshire residents.

On May 11, 2022, Hissong will mail notification letters to the New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20,¹ via United States First-Class mail. A copy of the notification letter is attached. Hissong is offering the residents a complimentary one-year subscription to identity monitoring services through Kroll. Hissong has also established a dedicated, toll-free call center that individuals can call to obtain more information regarding the incident.

¹ This report does not waive Hissong’s objection that New Hampshire lacks regulatory authority over it related to any claims that may arise from this incident.

May 11, 2022

Page 2

To help prevent something like this from happening again, Hissong is taking steps to enhance already existing security measures.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Joseph L. Bruemmer", with a long horizontal flourish extending to the right.

Joseph L. Bruemmer
Partner

Attachment



<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Hissong Properties LLC (“Hissong”) understands the importance of protecting information. We are writing to inform you of an incident that involved some of your information. This notice explains the incident, the measures we have taken, and some steps you may consider taking in response.

We recently completed an investigation into an incident involving unauthorized access to a Hissong employee’s email account. Upon learning of the unauthorized access, we immediately took steps to secure the email account, a cybersecurity firm was engaged, and a thorough investigation was conducted. The investigation determined that there was unauthorized access to the account between November 10, 2021, and February 3, 2022. The investigation was not able to identify all of the emails or attachments that the unauthorized actor viewed or accessed, so out of an abundance of caution, we conducted a thorough review of the emails and attachments in the account. On March 14, 2022, we determined that some of your information was involved, including your <<b2b_text_1 (Impacted Data)>>.

We wanted to notify you of the incident and assure you that we take it very seriously. As a precaution, we are offering complimentary access to Kroll’s identity monitoring services at no cost to you for 12 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. This service is completely free to you and activating this service will not hurt your credit score. **For more information about Kroll’s identity monitoring, including instructions on how to activate your complimentary membership, please visit the below website:**

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6 (Date)>> to activate your identity monitoring services.

Membership Number: <<Membership Number s_n>>.

For more information about Kroll and your Identity Monitoring services, you can visit info.krollmonitoring.com.

Additional information describing your services is included with this letter.

We regret that this occurred and apologize for any inconvenience. To help prevent a similar incident from occurring in the future, we have taken steps to enhance our existing information security measures. If you have any questions, please call << TELEPHONE>>, Monday through Friday, between 9:00 a.m. and 6:30 p.m. Eastern Daylight Savings Time, excluding major U.S. holidays.

Sincerely,

Dennis George
Property Manager



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

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

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 credit bureaus, 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 do so.

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.

Hissong's mailing address is 46 York Street Kennebunk, ME 04043. Its telephone number is 207-985-9305.

Additional information for residents of the following states:

Maryland: You may contact and obtain information from your state attorney general at:

Maryland Attorney General's Office, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

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>