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February 1, 2023

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

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

Re: Notification of a Potential Data Security Incident

Dear Attorney General Formella:

We represent Hungerford Nichols (“Hungerford”), 2910 Lucerne Dr. SE, Grand Rapids, MI 49546 in connection with an incident that may have involved the personal information of one (1) New Hampshire resident. Hungerford is reporting the incident pursuant to N.H. Rev. Stat. § 359-C:19 *et. seq.* This notice will be supplemented, if necessary, with any new significant facts discovered subsequent to this submission. While Hungerford is notifying you of this incident, Hungerford does not waive any rights or defenses relating to the incident, this notice, or the applicability of New Hampshire law on personal jurisdiction.

NATURE OF THE SECURITY BREACH

Hungerford discovered that someone outside of Hungerford temporarily accessed the Hungerford network. Upon identifying the issue, Hungerford promptly initiated an internal investigation and hired a leading computer forensics firm to examine Hungerford’s network and confirm the security of Hungerford’s computer systems. The investigation determined that the unauthorized actor potentially acquired copies of files stored on Hungerford’s systems.

Hungerford is not aware of any fraud or identity theft to any individual as a result of this incident. Nevertheless, because there was unauthorized access to files on Hungerford’s network, Hungerford undertook a review of the file contents to determine if they contained any personal information. On August 18, 2022, Hungerford determined that the potentially accessed files contained the personal information of one (1) New Hampshire resident. The involved information for the New Hampshire resident includes their Name, Social Security number and Date of Birth.

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NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

Hungerford identified one (1) New Hampshire resident, whose information may have been accessed by the unauthorized third party. Hungerford notified the individual on February 1, 2023. Included in the notification was information on ways the individual can protect themselves against potential fraud and identity theft, as well as a telephone number they can call if they have any questions regarding the incident. The letter also included an offer for one year of complimentary Experian IdentityWorks 3B credit monitoring and identity theft services. Enclosed is a sample of the notice that is being sent to the New Hampshire resident via first-class United States mail.

STEPS TAKEN RELATING TO THE INCIDENT

Upon learning of the incident, Hungerford promptly conducted an internal investigation and engaged a forensic security firm to further investigate the incident and confirm the security of Hungerford's computer systems and network. Further, Hungerford undertook efforts to reduce the risk of a similar incident occurring in the future, including enhancing its technical security measures. Finally, as discussed above, Hungerford identified the individual whose information may have been involved in the incident and provided notice of the incident to the potentially involved individual with information on how they can protect themselves against identity theft. For the individual whose social security number may have been involved Hungerford also included an offer for twelve (12) months of complimentary credit monitoring and identity theft protection services in the notification letter.

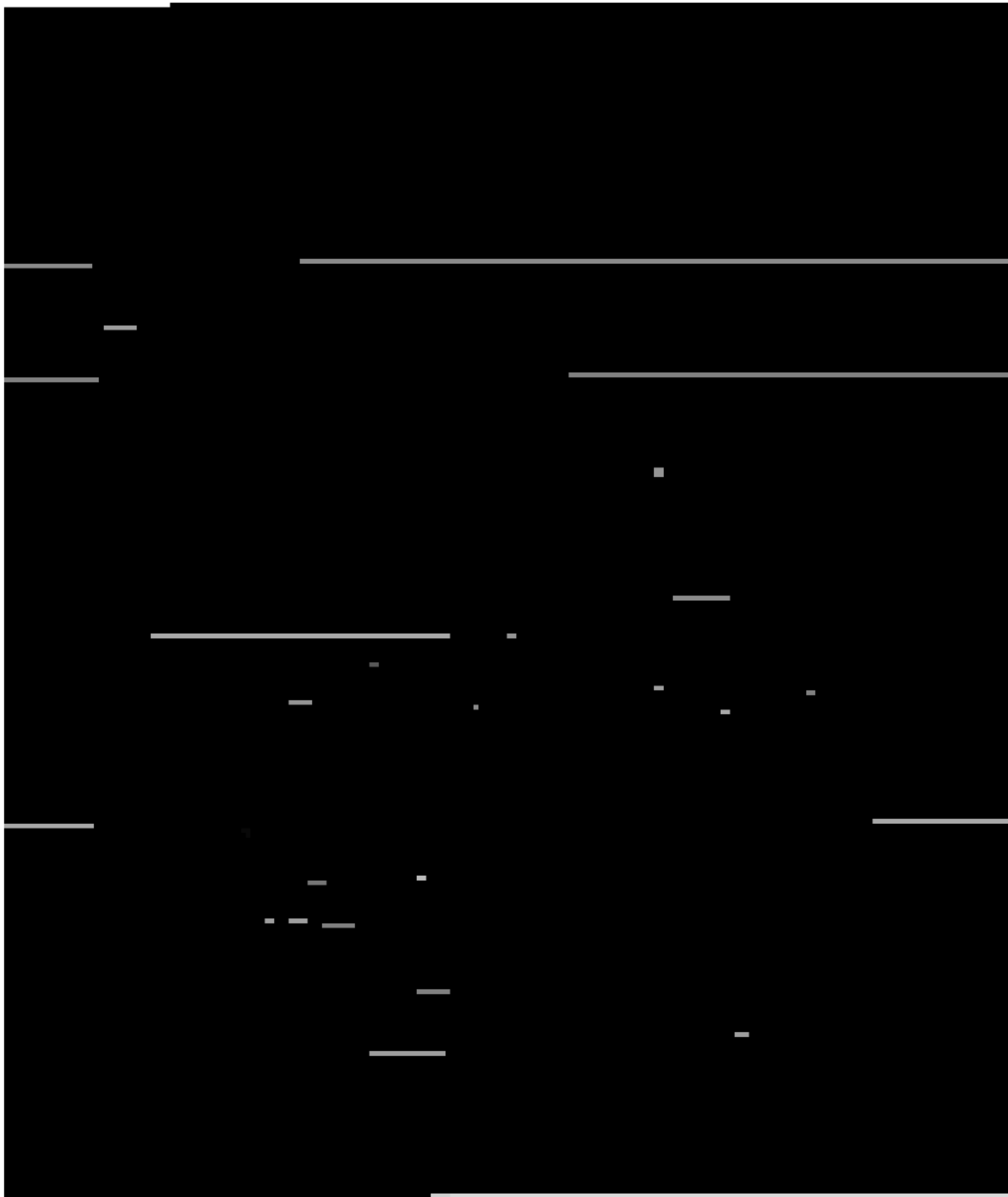
CONTACT INFORMATION

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.

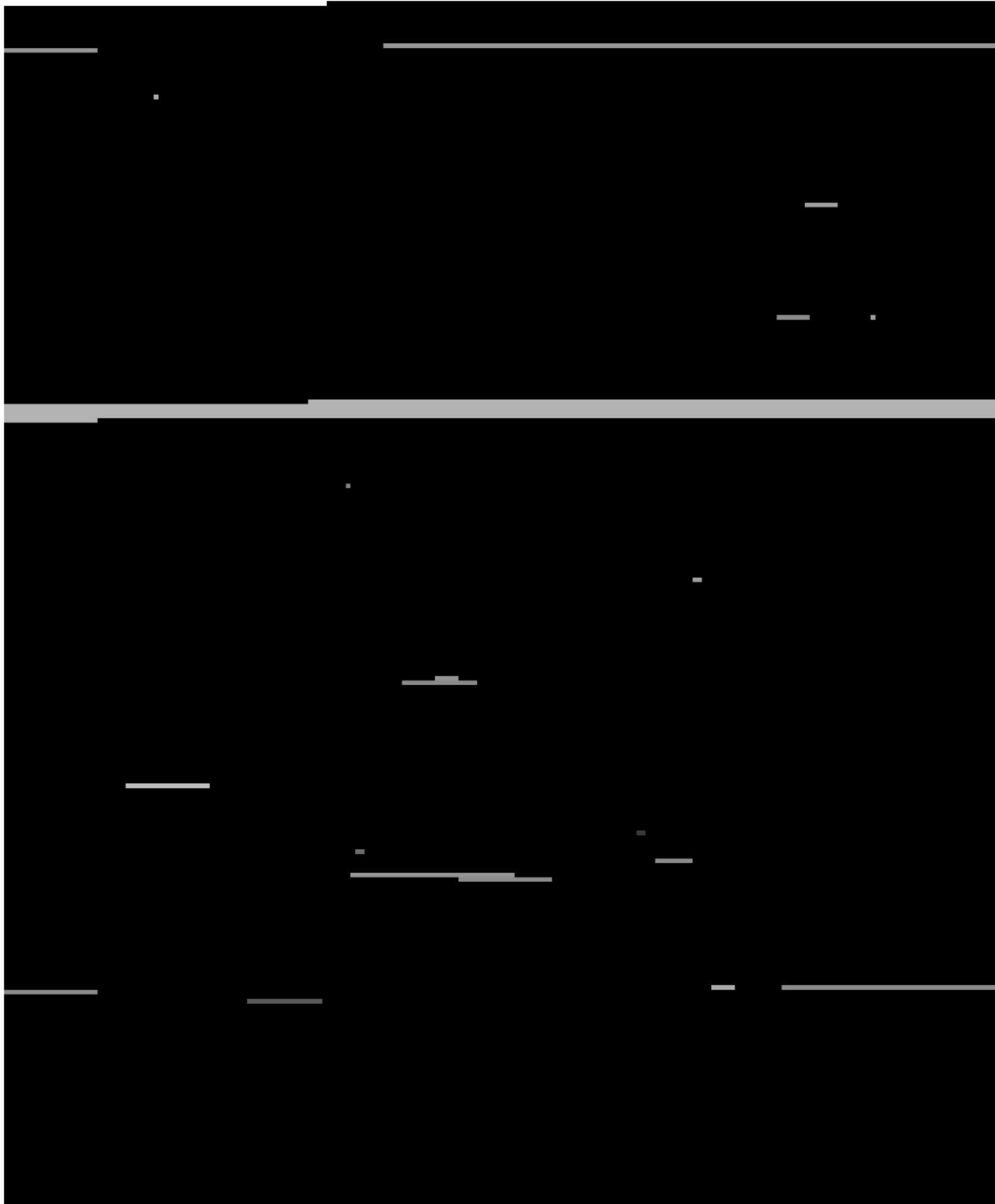
Very truly yours,

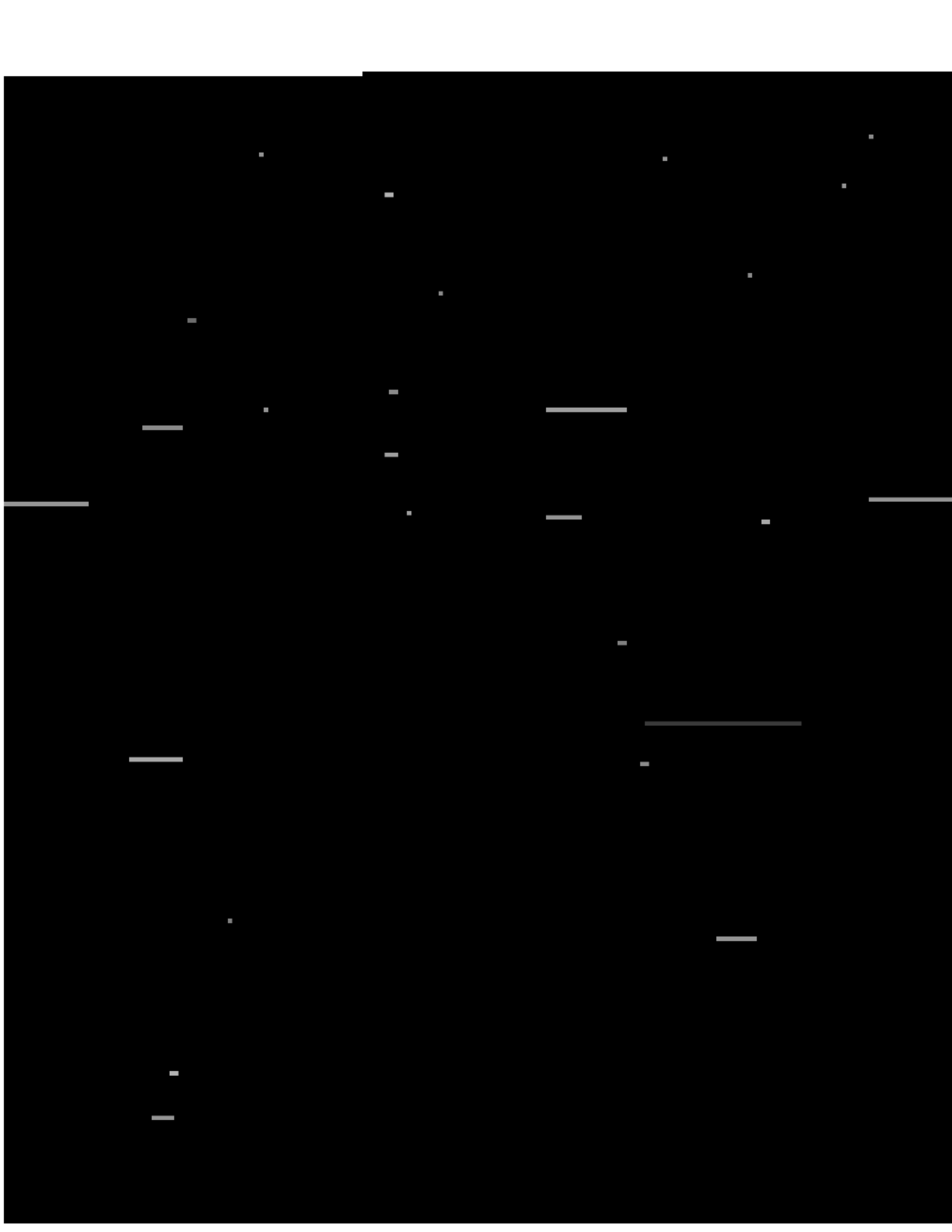
Pasha Sternberg

Enclosure



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