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DEC 28 2023

December 21, 2023

CONSUMER PROTECTION

VIA U.S. MAIL

Office of the Attorney General
Attention: Attorney General Austin Formella
1 Granite Place South
Concord, NH 03301

Re: Notice of Data Security Incident

Dear Attorney General Formella:

I am writing on behalf of Instron to notify you of a data security incident involving the personal information of New Hampshire residents. Instron is an industrial manufacturer headquartered in Norwood, Massachusetts (the "company"). Instron's headquarters are located at 825 University Ave. Norwood, MA 02062.

In August 2023, the company became aware of potential suspicious activity relating to its computer environment. The company promptly launched an investigation, with the assistance of external forensic consultants. The investigation determined that an unauthorized actor had accessed the company's systems during the period August 10-18, 2023, and obtained some company files. The company then conducted a diligent review to determine what personal information was contained in the affected files and to identify the individuals to whom that information relates. The review, which required manual inspection of documents, determined on December 8, 2023, that the affected files contained the personal information of 13 New Hampshire residents, including their

The company is notifying these residents of the incident by letter, to be sent via first class U.S. mail today, in a form substantially similar to the attached representative letter. The company is offering the residents complimentary credit monitoring and identity theft services, through Kroll.

Upon discovering the incident, the company took prompt containment actions, including taking all systems offline as a precaution. The company has taken steps to review and enhance security, including effecting password changes and deploying additional monitoring tools. The company is continuing to review security measures and protocols in light of the incident to help reduce the risk of a similar event in the future.

If you have any questions, please contact me.

Very truly yours,

Tim Haynes
Vice President and General Manager, Instron

Enclosure: Template Notice Letter

Instron

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

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

Re: Notice of Data Security Incident

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

We are writing to make you aware of a data security incident that involved your personal information. This letter explains what happened and provides information about what you can do in response. We are taking this matter very seriously and sincerely regret any concern it may cause you.

What Happened

We recently learned that an unauthorized third party accessed our internal IT computer network during the period August 10-18, 2023, and obtained some company files. We promptly conducted a diligent review to determine what personal information may have been affected.

What Information Was Involved

The investigation determined that the affected company files contained your personal information, including your

What We Are Doing

Upon learning of the incident, we took prompt steps to contain it and conducted a thorough investigation, with the assistance of outside forensic consultants. We are notifying individuals whose personal information was identified in the affected files. We also have taken steps to enhance security, including effecting a password reset and supplementing our network monitoring tools, to help reduce the risk of a similar event occurring in the future.

What You Can Do

We recommend that you remain vigilant and take steps to protect against identity theft or fraud, including monitoring your accounts and free credit reports for signs of suspicious activity. Information about how to obtain a free credit report, security freezes, and other guidance is provided in the attached "Additional Resources" document, which we encourage you to review. As always, please be cautious of any unsolicited communications that ask you to provide your personal information over the telephone or online and avoid clicking on links or downloading attachments from suspicious emails.

We also are offering you 24 months of credit and identity monitoring services at no charge to you. We have made arrangements with Kroll, a third-party service provider, to provide these services, which are described in the attached document. To activate your membership, please visit <https://enroll.krollmonitoring.com> by <<b2b_text_6 (activation date)>> using Membership Number: <<Membership Number s_n>>. Please note that you will need to provide your personal information to Kroll to activate this service.

For More Information

If you have any questions, please call toll-free [\[1-XXX-XXX-XXXX\]](tel:1-XXX-XXX-XXXX), available 24 hours per day, every day.

Sincerely,

Tim Haynes
Vice President and General Manager, Instron

ADDITIONAL RESOURCES

Under the federal Fair Credit Reporting Act ("FCRA"), you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report from each of the three credit reporting agencies by visiting www.annualcreditreport.com or by calling 1-877-322-8228. You can request information regarding fraud alerts and security freezes from the following credit reporting agencies:

- Equifax, <https://www.equifax.com/personal/credit-report-services>, 1-800-525-6285, P.O. Box 740256, Atlanta, GA 30374
- Experian, <https://www.experian.com/help>, 1-888-397-3742, P.O. Box 9554, Allen, TX 75013
- TransUnion, <https://www.transunion.com/credit-help>, 1-800-680-7289, P.O. Box 2000, Chester, PA 19016

There is no charge to place a security freeze on your credit. To place a security freeze on your credit, you may need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
- Social Security number
- Date of birth
- The addresses where you have lived over the prior five years
- Proof of current address such as a current utility bill or telephone bill
- A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.)

You can also receive information from the Federal Trade Commission ("FTC") regarding fraud alerts, security freezes, and how to avoid and report identity theft: <https://www.consumer.ftc.gov>, 1-877-438-4338, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580.

Additional information:

- **For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, <https://www.marylandattorneygeneral.gov/>, 1-888-743-0023.
- **For Massachusetts residents:** Under Massachusetts law, you have the right to obtain any police report filed in connection with this incident.
- **For New York residents:** You may contact the New York State Office of the Attorney General, The Capitol, Albany, NY 12224-0341, <https://ag.ny.gov>, 1-800-771-7755. You may also contact the New York Department of State Division of Consumer Protection, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, <http://www.dos.ny.gov/consumerprotection>, 1-800-697-1220.
- **For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov, 1-877-566-7226.
- **For Rhode Island residents:** Rhode Island residents may contact the Rhode Island State Office of the Attorney General; www.riag.ri.gov, 1-401-274-4400, 150 South Main Street, Providence, Rhode Island 02903. In Rhode Island you may file or obtain a police report.