

STATE OF NH
DEPT OF JUSTICE
2017 FEB 23 AM 10:13



February 22, 2017

Matthew Whalen
Director of Risk Management
Intex Recreation Corp.
4001 Via Oro Ave. Ste. 210
Long Beach, CA 90810

SENT VIA E-MAIL TO attorneygeneral@doj.nh.gov/FED EX OVERNIGHT

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Recent Security Incident

Dear Attorney General Joseph Foster,

This letter is to inform you, pursuant to applicable state law, that on November 16, 2016, Intex Recreation Corp. ("IRC") learned of the potential compromise of certain personal information of our customers. We immediately launched an investigation to determine the nature and scope of this event and began working with third-party forensic investigators to assist with these efforts. Our forensic investigation indicates that unauthorized and malicious code may have been inserted into the company's website and that the incident occurred between approximately April 24, 2016, and December 14, 2016. The malicious code allowed the attacker to remotely access and view information relating to online purchases. As a result, personal information of certain customers—including name, address, telephone number, e-mail address, and credit card information—may have been accessed and/or acquired by unauthorized individuals. Our investigation, including independent forensic analysis, was completed on February 3, 2017.

As required by relevant state law, IRC will send notice via U.S. mail to those customers whose information may have been accessed and/or acquired on or around February 23, 2017. A true and correct sample of this notice, with the recipient's information redacted, is enclosed with this letter. We have determined that 337 New Hampshire residents may have been affected by this security incident, although our forensic investigation cannot conclusively determine that the credit card information of all such residents was in fact compromised.

We take the security of information in our care very seriously, and have taken a number of security measures. For example, we have removed the malicious code, completely rebuilt the website on a new server and added new protections. We are also providing the affected individuals with information they can use to better protect against identity theft and fraud, as well as access to one year of identity protection services free of charge.

If you have any questions or require any additional information, please do not hesitate to contact Matthew Whalen via e-mail mwhalen@intexcorp.com or phone 310-549-5400 x 229.

Very Truly Yours,
Intex Recreation Corp.

A handwritten signature in black ink, appearing to read "Matthew Whalen", is written over the typed name.

Matthew Whalen
Director of Risk Management

Enclosure



INTEX RECREATION CORP.

Processing Center • P.O. BOX 141578 • Austin, TX 78714

STATE OF NH
DEPT OF JUSTICE
2017 FEB 23 AM 10:13



03045
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

February 23, 2017

RE: Notice of a Data Breach

Dear John Sample,

Intex Recreation Corp. (“Intex”) is writing to inform you of a data security event that may affect the security of your personal information and to provide you with information on how to better protect against the possible misuse of your information.

What Happened? On November 16, 2016, Intex learned of the potential compromise of certain personal information of our customers. We immediately launched an investigation to determine the nature and scope of this event and began working with third-party forensic investigators to assist with these efforts. Our forensic investigation indicates that unauthorized and malicious code may have been inserted into the company’s website and that the incident occurred between approximately April 24, 2016 and December 14, 2016.

What Information Was Involved? The information involved may have included your name, address, telephone number, e-mail address, and credit card information.

What We Are Doing. We take the security of information in our care very seriously. We have removed the malicious code, completely rebuilt the website on a new server and added new protections.

We are also providing you with information you can use to better protect against identity theft and fraud, as well as access to **one year of identity restoration services at no cost to you**. You can find more information and steps you can take in the enclosed *Identity Theft and Fraud Protection*.

What You Can Do. You can review the enclosed *Identity Theft and Fraud Protection* for more information on ways to protect against the potential misuse of your information. You can also receive the identity restoration services we are offering at no cost.

For More Information. Again, we take the security of your information in our care very seriously and we regret any concern or inconvenience this incident may cause you. We understand you may have questions that are not addressed in this notice. If you have additional



01-03-2-00

questions, please call our dedicated assistance line at 1-855-725-6809, Monday through Saturday, 9 a.m. to 9 p.m. EST (closed on U.S. observed holidays).

Sincerely,

Robert Koenig

Identity Theft and Fraud Protection

We have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

AllClear Identity Repair: This service is automatically available to you with no enrollment required or credit card payment required. If a problem arises, simply call 1-855-725-6809, provide your Reference Code Redemption Code, and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a “fraud alert” on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
1-800-680-7289
www.transunion.com

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer’s credit report without the consumer’s written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, list or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed below if you wish to place a freeze on all of your credit files. To find out more on how to place a security freeze, you can use the following contact information:



Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
[www.equifax.com/help/
credit-freeze/en_cp](http://www.equifax.com/help/credit-freeze/en_cp)

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
[www.experian.com/freeze/
center.html](http://www.experian.com/freeze/center.html)

TransUnion
P.O. Box 2000
Chester, PA 19022-2000
1-888-909-8872
[www.transunion.com/
securityfreeze](http://www.transunion.com/securityfreeze)

In order to request a security freeze, you will need to supply your full name, address, date of birth, Social Security number, current address, all addresses for up to five previous years, email address, a copy of your state identification card or driver's license, and a copy of a utility bill, bank or insurance statement, or other statement proving residence. Fees vary based on where you live, but commonly range from \$5 to \$10.

You can further educate yourself regarding identity theft, fraud alerts, and the steps you can take to protect yourself by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover their information has been misused to file a complaint with them. Instances of known or suspected identity theft should also be reported to law enforcement or your state Attorney General. The mailing of this notice was not delayed by law enforcement.

State-Specific Information

Rhode Island residents:

- Have a right to file and obtain a police report. If the police report is then provided to a credit bureau, it cannot charge you to place, lift, or remove a security freeze.
- Have the right to know that, to date, 229 Rhode Island residents have been identified as potentially affected by this incident.
- May contact the RI Attorney General's Office at (401) 274-4400, <http://www.riag.ri.gov/>, or 150 South Main Street, Providence, RI 02903, for additional information about preventing identity theft.

North Carolina residents:

- May contact the NC Attorney General's Office, Consumer Protection Division, at 1-877-566-7226, www.ncdoj.com, or 9001 Mail Service Center, Raleigh, NC 27699.

Maryland residents:

- May contact the MD Attorney General's Office, General Consumer Protection Division, at 1-888-743-0023, www.oag.state.md.us or www.marylandattorneygeneral.gov/Pages/IdentityTheft/, or 200 St. Paul Place, Baltimore, MD 21202, for additional information about preventing identity theft.

Puerto Rican residents:

- Have the right to know that, to date, 70 Puerto Rican residents have been identified as potentially affected by this incident.

AllClear Identity Repair Terms of Use

If you become a victim of fraud using your personal information without authorization, AllClear ID will help recover your financial losses and restore your identity. Benefits include:

- 12 months of coverage with no enrollment required.
- No cost to you — ever. AllClear Identity Repair is paid for by the participating Company.

Services Provided

If you suspect identity theft, simply call AllClear ID to file a claim. AllClear ID will provide appropriate and necessary remediation services ("Services") to help restore the compromised accounts and your identity to the state prior to the incident of fraud. Services are determined at the sole discretion of AllClear ID and are subject to the terms and conditions found on the AllClear ID website. AllClear Identity Repair is not an insurance policy, and AllClear ID will not make payments or reimbursements to you for any financial loss, liabilities or expenses you incur.

Coverage Period

Service is automatically available to you with no enrollment required for 12 months from the date of the breach incident notification you received from Company (the "Coverage Period"). Fraud Events (each, an "Event") that were discovered prior to your Coverage Period are not covered by AllClear Identity Repair services.

Eligibility Requirements

To be eligible for Services under AllClear Identity Repair coverage, you must fully comply, without limitations, with your obligations under the terms herein, you must be a citizen or legal resident eighteen (18) years of age or older, and have a valid U.S. Social Security number. Minors under eighteen (18) years of age may be eligible, but must be sponsored by a parent or guardian. The Services cover only you and your personal financial and medical accounts that are directly associated with your valid U.S. Social Security number, including but not limited to credit card, bank, or other financial accounts and/or medical accounts.

How to File a Claim

If you become a victim of fraud covered by the AllClear Identity Repair services, you must:

- Notify AllClear ID by calling 1.855.434.8077 to report the fraud prior to expiration of your Coverage Period;
- Provide proof of eligibility for AllClear Identity Repair by providing the redemption code on the notification letter you received from the sponsor Company;
- Fully cooperate and be truthful with AllClear ID about the Event and agree to execute any documents AllClear ID may reasonably require; and
- Fully cooperate with AllClear ID in any remediation process, including, but not limited to, providing AllClear ID with copies of all available investigation files or reports from any institution, including, but not limited to, credit institutions or law enforcement agencies, relating to the alleged theft.

Coverage under AllClear Identity Repair Does Not Apply to the Following:

Any expense, damage or loss:

- Due to
 - Any transactions on your financial accounts made by authorized users, even if acting without your knowledge, or
 - Any act of theft, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any of your authorized representatives, whether acting alone or in collusion with you or others (collectively, your "Misrepresentation");
- Incurred by you from an Event that did not occur during your coverage period; or
- In connection with an Event that you fail to report to AllClear ID prior to the expiration of your AllClear Identity Repair coverage period.

Other Exclusions:

- AllClear ID will not pay or be obligated for any costs or expenses other than as described herein, including without limitation fees of any service providers not retained by AllClear ID; AllClear ID reserves the right to investigate any asserted claim to determine its validity.
- AllClear ID is not an insurance company, and AllClear Identity Repair is not an insurance policy; AllClear ID will not make payments or reimbursements to you for any loss or liability you may incur.
- AllClear ID is not a credit repair organization, is not a credit counseling service, and does not promise to help you improve your credit history or rating beyond resolving incidents of fraud.
- AllClear ID reserves the right to reasonably investigate any asserted claim to determine its validity. All recipients of AllClear Identity Repair coverage are expected to protect their personal information in a reasonable way at all times. Accordingly, recipients will not deliberately or recklessly disclose or publish their Social Security number or any other personal information to those who would reasonably be expected to improperly use or disclose that Personal Information.

Opt-out Policy

If for any reason you wish to have your information removed from the eligibility database for AllClear Identity Repair, please contact AllClear ID:

E-mail support@allclearid.com	Mail AllClear ID, Inc. 823 Congress Avenue Suite 300 Austin, Texas 78701	Phone 1.855.434.8077
---	--	--------------------------------

