

August 25, 2020

Anjali C. Das, Esq.
312.821.6164 (direct)
Anjali.Das@WilsonElser.com

Via electronic-mail: DOJ-CPB@doj.nh.gov; AttorneyGeneral@doj.nh.gov

Attorney General Gordon McDonald

Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

Re: Our Client : Jasper Seating Company, Inc.
Matter : Data Security Incident on March 8, 2020
Wilson Elser File # : 16516.00979

Dear Attorney General McDonald:

We represent Jasper Seating Company, Inc. (“JSC”), located in Jasper, Indiana, with respect to a potential data security incident described in more detail below. JSC takes the security and privacy of the information in its control seriously, and has taken steps to prevent a similar incident from occurring in the future.

This letter will serve to inform you of the nature of the security breach, the number of New Hampshire residents being notified, what information has been compromised, and the steps that JSC is taking to secure the integrity of its systems. We have also enclosed hereto a sample of the notification made to the potentially impact individuals, which includes an offer of free credit monitoring.

1. Nature of the Security Incident

On March 8, 2020, JSC was a target of a cybersecurity incident. This incident may have resulted in the exposure of personal information. Although we have found no evidence that any information has been specifically accessed for misuse, it is possible that the potentially impacted individuals’ names, mailing addresses and social security numbers could have been exposed as a result of this attack.

As of this writing, JSC has not received any reports of related identity theft since the date of the incident (March 8, 2020 to present).

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

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2. Number of New Hampshire Residents Affected

A total of twenty-two (22) residents of New Hampshire were potentially affected by this security incident. Notification letters to these individuals were mailed on August 17, 2020, by first class mail. A sample copy of the notification letter is included with this letter.

3. Steps Taken

Immediately upon learning of this incident, JSC contacted a reputable 3rd party forensic team to assist with its investigation. Since then, JSC has been working with law enforcement to help respond to this incident, along with cybersecurity experts to review all policies and procedures relating to the security of JSC's systems.

Although JSC is not aware of any evidence of misuse of personal information, JSC extended to all potentially impacted individuals an offer for free credit monitoring and identity theft protection through IDEXperts. This service will include 12 months of credit monitoring, along with a fully managed id theft recovery service, should the need arise.

4. Contact Information

JSC remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Anjali.Das@wilsonelser.com or 312.821.6164.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

Anjali C. Das

Anjali C. Das, Esq.

Copy: Michael E. Kar, Esq. (Wilson Elser LLP)

Enclosure: *Sample Notification Letter*

Jasper Seating Company, Inc.

C/O ID Experts
P.O. Box 1907
Suwanee, GA 30024

To Enroll, Please Call:
1-833-901-0911
Or Visit:
<https://ide.myidcare.com/jasper>
Enrollment Code: <<XXXXXXXXXX>>

<<FirstName>><<LastName>>
<<Address1>><<Address2>>
<<City>>, <<State>> <<Zip>>

August 17, 2020

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

On March 8, 2020 Jasper Seating Company, Inc. (“Jasper”) was the target of a cyberattack. Upon completion of a thorough investigation by 3rd party cybersecurity experts, we were recently informed that this incident may have exposed your personal information. This letter will provide you with key information and free resources to help you monitor and respond to any potential misuse of your personal information.

What Information was Involved:

On March 8, 2020, Jasper was a target of a cybersecurity incident. This incident may have resulted in the exposure of personal information. Although we have found no evidence that your information has been specifically accessed for misuse, it is possible that your name, mailing address and social security number could be exposed as a result of this attack.

Immediately upon learning of this incident, we contacted a reputable 3rd party forensic team to assist us with our investigation. Since then, we have been working with law enforcement to help us respond to this incident, along with cybersecurity experts to review all our policies and procedures relating to the security of our systems. **As of this writing, Jasper has not received any reports of related identity theft since the date of the incident (March 8, 2020 to present).**

We highly value the trust and confidence that you place in our partnership. Although our forensic experts have found no evidence of misuse of your personal information, we would like to extend to you an offer for free credit monitoring and identity theft protection through ID Experts. This service will include 12 months of credit monitoring, along with a fully managed id theft recovery service, should the need arise.

What You Can Do:

We encourage you to contact ID Experts with any questions and to enroll in free ID Experts services by calling 1-833-901-0911 or going to <https://ide.myidcare.com/jasper> and using the Enrollment Code provided above. ID Experts is available Monday through Friday 9 am – 9 pm Eastern Time. Please note the deadline to enroll is November 17, 2020.

ID Experts is a highly respected company in this segment and has been fully versed on this incident and can answer questions or concerns you may have regarding protection of your personal information.

Enclosed hereto you will find additional information regarding the resources available to you, and the steps that you can take to further protect your personal information.

For More Information:

You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

We have worked with cybersecurity experts to implement all recommended security measures, including the removal of all personal information where possible. These experts have assured us that implementing these recommendations provides a high level of confidence that your personal information is securely protected from any attempted future cyberattack. We will continue to work with these experts to ensure the highest level of security protocol.

For more information regarding the incident, please call Tom Betz at Jasper, Vice President of Administration, 812-771-4584.

Again, we apologize and deeply regret that you have been involved in this incident. We highly value our business partnership, as well as the trust you place in our company.

Thanks for your understanding and cooperation.

Sincerely,

A handwritten signature in black ink that reads "Tom Betz". The signature is written in a cursive, slightly slanted style.

Tom Betz
Vice President of Administration

Additional Information

Credit Reports: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960 https://www.equifax.com/personal/credit-report-services/credit-freeze/	Experian Security Freeze P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	TransUnion Security Freeze P.O. Box 160 Woodlyn, PA 19094 1-800-909-8872 www.transunion.com/credit-freeze
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Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax (https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf);
- TransUnion (<https://www.transunion.com/fraud-alerts>); or
- Experian (<https://www.experian.com/fraud/center.html>).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

File Police Report: You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

FTC and Attorneys General: You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, 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 that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity

theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, and www.oag.state.md.us.

For New Mexico residents, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violators. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and www.ncdoj.gov.

For New York residents, the Attorney General may be contacted at Office of the Attorney General, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, and <https://ag.ny.gov/>.

For Rhode Island residents, the Rhode Island Attorney General can be reached at 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident.