



MULLEN  
COUGHLIN<sup>LLC</sup>  
ATTORNEYS AT LAW

RECEIVED

JUN 28 2019

CONSUMER PROTECTION

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1275 Drummers Lane, Suite 302  
Wayne, PA 19087

June 24, 2019

**VIA U.S. MAIL**

Attorney General Gordon J. MacDonald  
Office of the New Hampshire Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Security Incident**

Dear Attorney General MacDonald:

We represent Kurt J. Lesker Company ("KJLC") located at 1925 Route 51, Jefferson Hills, PA 15025. We are writing to notify your office of an incident that may affect the security of personal information relating to two (2) New Hampshire residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, KJLC does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

**Nature of the Data Event**

On March 14, 2019, KJLC learned of suspicious activity occurring within certain KJLC systems. KJLC immediately launched an investigation to determine the full nature and scope of this incident. A leading forensic investigation firm was also immediately retained to assist with KJLC's investigation into what happened. On March 27, 2019, the investigation confirmed that an unknown actor gained access to certain KJLC systems. KJLC immediately took steps to further secure its systems.

The contents of the impacted systems were reviewed through a manual and programmatic process to determine what sensitive data may have been accessible. On May 31, 2019, KJLC confirmed the types of information accessible within the impacted systems and the identities of the individuals associated with this information. KJLC then promptly launched a review to locate address information for these individuals. Please note, at this time KJLC has no evidence that any

such information was actually accessed, nor does KJLC have any evidence that such information was the target of the infiltration. The information impacted for the New Hampshire residents include name and bank / financial account number and credit / debit card information.

### **Notice to New Hampshire Residents**

On or about June 24, 2019, KJLC provided written notice of this incident to all affected individuals, which includes two (2) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

### **Other Steps Taken and To Be Taken**

Upon discovery of this incident, KJLC immediately took steps to secure the impacted systems and launched an in-depth investigation with the assistance of a third-party forensic investigation firm to determine the nature and scope of this incident. As part of KJLC's ongoing commitment to the privacy of personal information in its care, KJLC reviewed its existing policies and procedures to further secure the information in its systems.

As an added precaution, KJLC is also offering impacted individuals complimentary access to 12 months of identity monitoring, fraud consultation, and identity theft restoration services through Kroll. Additionally, KJLC is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. KJLC is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their New Hampshire Attorney General, and law enforcement to report attempted or actual identity theft and fraud. KJLC is also providing written notice of this incident to other New Hampshire regulators, as necessary.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4784.

Very truly yours,



Jeffrey J. Boogay of  
MULLEN COUGHLIN LLC

JJB/ew  
Enclosure

Attorney General MacDonald  
June 24, 2019  
Page 2

# EXHIBIT A



<<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 Breach

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>:

Kurt J. Lesker Company ("KJLC") is writing to inform you of a recent event that may impact the privacy of some of your personal information. We wanted to provide you with information about the event, our response, and steps you may take to better protect against the possibility of identity theft and fraud, should you feel it necessary to do so.

**What Happened?** On March 14, 2019, we learned of suspicious activity occurring within certain KJLC systems. We immediately launched an investigation to determine the full nature and scope of this incident. A leading forensic investigation firm was also immediately retained to assist with our investigation into what happened. On March 27, 2019, the investigation confirmed that an unknown actor gained access to certain KJLC systems. We immediately took steps to further secure our systems.

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**What Information Was Involved?** The following information may have been accessible within the impacted systems: <<b2b\_text\_1>><< b2b\_text\_2>>. At this time, we have no evidence of any actual or attempted misuse of the information noted herein.

**What We Are Doing.** We take this incident and the security of personal information on our systems seriously. Upon discovery of this incident, we immediately took steps to secure the impacted systems and launched an in-depth investigation with the assistance of a third-party forensic investigation firm to determine the nature and scope of this incident. As part of our ongoing commitment to the privacy of personal information in our care, we reviewed our existing policies and procedures to further secure the information in our systems. We are also notifying regulatory authorities, as required by law.

As an added precaution, we are also offering complimentary access to 12 months of identity monitoring, fraud consultation, and identity theft restoration services through Kroll. Individuals who wish to receive these services must activate by following the instructions below.

**What You Can Do.** You can find out more about how to protect against potential identity theft and fraud in the enclosed Steps You Can Take to Protect Against Identity Theft and Fraud. There you will also find more information on the credit monitoring services we are offering and how to activate.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 1-???-???-???, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. You may also write to KJLC at Kurt J. Lesker Company, Attention: Global Human Resources Manager, 1925 Route 51, Jefferson Hills, PA 15025.

Finally, due to the sensitivity of this matter, we kindly ask that you please keep this matter confidential.

We sincerely regret any inconvenience or concern this incident may have caused.

Sincerely,

A handwritten signature in black ink, appearing to read "Kurt J. Lesker IV". The signature is written in a cursive style with some stylized flourishes.

Kurt J. Lesker IV  
President  
Kurt J. Lesker Company

## Steps You Can Take to Protect Against Identity Theft and Fraud

To activate Kroll's identity monitoring, fraud consultation, and identity theft restoration services, please follow the steps below:

1. Visit [enroll.idheadquarters.com](http://enroll.idheadquarters.com) to activate.
2. You have until <<Date>> to activate your identity monitoring services. **Your code will not work after this date.**
3. Provide your personal information to Kroll, as requested.
4. Provide the following Membership Number: <<Member ID>>.

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports 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](http://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.

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

### Experian

PO 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 19016  
1-888-909-8872  
[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

### Equifax

PO Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

### Experian

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)

### TransUnion

P.O. Box 2000  
Chester, PA 19016  
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[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)

### Equifax

P.O. Box 105069  
Atlanta, GA 30348  
1-888-766-0008  
[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

Although we have no reason to believe that your personal information has been used to file fraudulent tax returns, you can contact the IRS at [www.irs.gov/Individuals/Identity-Protection](http://www.irs.gov/Individuals/Identity-Protection) for helpful information and guidance on steps you can take to address a fraudulent tax return filed in your name and what to do if you become the victim of such fraud. You can also visit [www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft](http://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft) for more information.

If you identify any fraudulent or suspicious charges on your credit or debit card, you should immediately contact your bank or financial institution. It is also a good practice to remain vigilant of unsolicited communications seeking your credit card or other financial information. Incidents of identity theft should also be reported to your local law enforcement.

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](http://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 and your state Attorney General. This notice has not been delayed by law enforcement.

**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, [www.ncdoj.gov](http://www.ncdoj.gov).

**For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us).



## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services<sup>1</sup> from Kroll:

### Single Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data—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 can help you determine if it's 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 can dig deep to uncover the scope of the identity theft, and then work to resolve it.

<sup>1</sup>Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. 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.





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

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

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Finally, due to the sensitivity of this matter and the fact that not all individuals employed at KJLC were impacted, we kindly ask that you please keep this matter confidential.

We sincerely regret any inconvenience or concern this incident may have caused.

Sincerely,

A handwritten signature in black ink, appearing to read "Kurt J. Lesker IV". The signature is written in a cursive style with a prominent "K" and "L".

Kurt J. Lesker IV  
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5. Proof of current address, such as a current utility bill or telephone bill;
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P.O. Box 2002  
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Although we have no reason to believe that your personal information has been used to file fraudulent tax returns, you can contact the IRS at [www.irs.gov/Individuals/Identity-Protection](http://www.irs.gov/Individuals/Identity-Protection) for helpful information and guidance on steps you can take to address a fraudulent tax return filed in your name and what to do if you become the victim of such fraud. You can also visit [www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft](http://www.irs.gov/uac/Taxpayer-Guide-to-Identity-Theft) for more information.

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