

RECEIVED

MAR 17 2021

CONSUMER PROTECTION

BakerHostetler

Baker & Hostetler LLP

2929 Arch Street
Cira Centre, 12th Floor
Philadelphia, PA 19104-2891

T 215.568.3100
F 215.568.3439
www.bakerlaw.com

Anthony P. Valach
direct dial: 215.564.2588
avalach@bakerlaw.com

March 16, 2021

VIA OVERNIGHT MAIL

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, LAZ Parking, to notify your office of a security incident involving four New Hampshire residents. LAZ offers parking garages across the United States.

LAZ discovered that an unauthorized party gained access to some of LAZ's computer systems, including a limited number of servers and employee email accounts. Upon discovering this activity, LAZ immediately took steps to secure the systems, launched an investigation, and a cybersecurity firm was engaged to assist. The investigation determined that an unauthorized party may have accessed or acquired data from certain systems between November 25, 2020 and December 1, 2020. LAZ conducted a comprehensive review of the files that may have been accessed and determined, on January 13, 2021, that a file contained the Social Security number, driver's license number or state identification number, financial account number, and/or payment card number of four New Hampshire residents.

Beginning March 15, 2021, LAZ Parking will mail notification letters to the potentially affected New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20. A copy of the notification letter is enclosed. LAZ is offering the individuals whose Social Security number may have been accessed a complimentary one-year membership to credit monitoring and identity theft protection services through Experian. LAZ also provided a telephone number for potentially affected individuals to call with any questions they may have about the incident.

March 16, 2021

Page 2

To help prevent a similar incident from occurring in the future, LAZ Parking has implemented additional measures to enhance existing security protocols and continues to educate all staff on how to identify and avoid malicious emails.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink that reads "Anthony P. Valach". The signature is written in a cursive style with a large initial 'A'.

Anthony P. Valach
Counsel

Enclosure

LAZ Parking
Mail Handling Services
777 E Park Dr
Harrisburg, PA 17111



H-42

March 10, 2021

Dear [REDACTED]:

At LAZ Parking, we are committed to protecting the personal information we maintain. We are writing to inform you of an incident that may have involved some of your information. This notice explains the incident, measures we have taken, and some steps you may consider taking in response.

On December 1, 2020, we discovered that an unauthorized party accessed some of LAZ's computer systems and employee email accounts. We took immediate steps to secure our systems and accounts, began an investigation, and a cybersecurity firm was engaged to assist. We conducted a thorough review of the files that were accessed. The review, completed on January 13, 2021, identified some information may have been accessed or acquired from our systems between November 25, 2020 and December 1, 2020, including your full name and financial account number ending in 3851.

While we have no indication that your information has been misused, we wanted to notify you of this incident and assure you that we take it very seriously. We also encourage you to remain vigilant by reviewing your account statements and credit reports for any unauthorized activity. If you see charges or activity you did not authorize, please contact your financial institution immediately. For some additional steps you can take to help protect yourself, please see the additional information provided with this letter.

We take the security and privacy of your data extremely seriously. To help prevent something like this from happening in the future, we have implemented additional measures to enhance our existing security protocols and are continuing to educate our staff on how to identify and avoid malicious emails. Once again, we deeply regret any inconvenience or concern this incident may cause you. If you have any questions, please call 1-888-599-7256, Monday through Friday from 8:00 A.M. through 5:00 P.M Eastern Time.

Sincerely,

A handwritten signature in blue ink, appearing to read "G. Terk".

Glenn T. Terk
Corporate Counsel

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

LAZ has offices at One Financial Plaza, 14th Floor, Hartford, CT 06103.

Additional information for residents of the following states:

Connecticut: You may contact and obtain information from your state attorney general at: *Connecticut Attorney General's Office*, 165 Capitol Ave, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag