



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

RECEIVED

MAY 04 2020

CONSUMER PROTECTION

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1275 Drummers Lane, Suite 302  
Wayne, PA 19087

April 27, 2020

**VIA U.S. MAIL**

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

**Re: Notice of Data Event**

Dear Sir or Madam:

Our office represents Logical Systems, LLC (“LSI”), located at 2756 Appling Center Cove, Memphis, TN 38133. We write on behalf of LSI to notify your office of an incident that may affect the security of some personal information relating to one (1) New Hampshire resident. This notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, LSI 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 19, 2020, LSI discovered suspicious activity on its computer systems. LSI immediately launched an investigation, with the aid of third-party forensic specialists, to determine the nature and scope of the incident. LSI’s investigation determined that there was unauthorized access to certain information contained within LSI’s systems. LSI undertook a lengthy and labor-intensive process to identify the personal information that may have been accessible to the unauthorized actor which completed on April 17, 2020. LSI is providing notice to individuals whose information may have been impacted by the event. The type of personal information related to the affected New Hampshire resident includes the following: name, address, date of birth, Social Security number, financial account number, and driver’s license number.

### **Notice to New Hampshire Resident**

On or about April 27, 2020, LSI is providing written notice of this incident to all affected individuals, which includes one (1) New Hampshire resident. A sample of the letter is attached hereto and labeled as *Exhibit A*.

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

Upon discovering the event, LSI moved quickly to investigate and respond to the incident, assess the security of LSI systems, and notify potentially affected individuals. LSI is also working to implement additional safeguards and training to its employees. LSI is providing affected individuals whose personal information was potentially affected by this incident with access to one (1) year of credit monitoring services through IDExperts at no cost to these individuals.

Additionally, LSI 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. LSI is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, 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 state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. LSI reported this matter to law enforcement, and is also reporting this matter to other regulators as required.

### **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,



Jeff Boogay of  
MULLEN COUGHLIN LLC

Enclosure  
JJB/mwj

# **EXHIBIT A**



C/O ID Experts  
10300 SW Greenburg Rd. Suite 570  
Portland, OR 97223

To Enroll, Please Call:  
1-800-939-4170  
Or Visit:  
<https://app.myidcare.com/account-creation/protect>  
Enrollment Code: <XXXXXXXXXXXX>

<<First Name>> <<Last Name>>  
<<Address 1>> <<Address 2>>  
<<City>>, <<State>> <<Zip>>

April 27, 2020

**Re: Notice of Data Breach**

Dear <<First Name>> <<Last Name>>:

Logical Systems, LLC (“LSI”) 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 potential misuse of your information, should you feel it necessary.

**What Happened?** On March 19, 2020, LSI discovered suspicious activity on its computer systems. LSI immediately launched an investigation, with the aid of third-party forensic specialists, to determine the nature and scope of the incident. On March 27, 2020, LSI’s investigation determined that there was unauthorized access to certain information contained within LSI’s systems. LSI undertook a lengthy and labor-intensive process to identify the personal information that may have been accessible to the unauthorized actor. LSI is providing notice to you because on April 17, 2020, our investigation determined that your information may have been accessible to an unauthorized actor.

**What Information Was Involved?** Our investigation confirmed that the following information related to you was contained within the affected accounting system: name, address, date of birth, Social Security number, financial account number, and driver’s license number.

**What We Are Doing.** LSI takes the security of information in our care very seriously. Upon discovery, we immediately commenced an investigation to confirm the nature and scope of the event. We are taking steps to implement additional safeguards and review policies and procedures relating to data privacy and security. We are also notifying regulators of the event as required including certain state regulators.

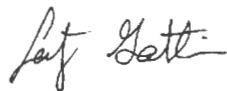
As an added precaution, LSI is providing you with access to twelve months of credit monitoring and identity protection services through ID Experts. A description of services and instructions on how to enroll can be found within the enclosed *Steps You Can Take to Protect Your Personal Information*. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services on your behalf.

**What you Can Do.** You should review the enclosed *Steps You Can Take to Protect Your Personal Information*. We also encourage you to review your financial and account statements and report all suspicious activity to the institution that issued the record immediately.

**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 contact our dedicated call center at 1-800-939-4170, 9 am – 9 pm ET, Monday through Friday.

We sincerely regret any inconvenience or concern this incident has caused.

Sincerely,

A handwritten signature in black ink, appearing to read "Lentz Gatlin". The signature is written in a cursive style with a horizontal line at the end.

Lentz Gatlin  
Chief Administrative Officer



## Steps You Can Take to Protect Your Information

### Enroll in Credit Monitoring.

- 1. Website and Enrollment.** Go to <https://app.myidcare.com/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. The deadline to enroll in free MyIDCare services is September 27, 2020.
- 2. Activate the credit monitoring** provided as part of your MyIDCare membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, MyIDCare will be able to assist you.
- 3. Telephone.** Contact MyIDCare at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

### Monitor Your Accounts.

To protect against the possibility of identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity.

### Credit Reports.

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.

### Security Freeze.

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:

<b>Experian</b> PO Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	<b>TransUnion</b> P.O. Box 2000 Chester, PA 19016 1-888-909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>	<b>Equifax</b> PO Box 105788 Atlanta, GA 30348 1-800-685-1111 <a href="http://www.equifax.com/personal/credit-report-services">www.equifax.com/personal/credit-report-services</a>
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To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

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 19106  
1-800-680-7289

[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)

**Additional Information.**

You can further educate yourself regarding identity theft, and the steps you can take to protect yourself, by contacting your state Attorney General or the Federal Trade Commission.

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. 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); and TTY: 1-866653-4261. Instances of known or suspected identity theft should be reported to law enforcement, your Attorney General, and the FTC. You can also further educate yourself about placing a fraud alert or security freeze on your credit file by contacting the FTC or your state's Attorney General.

**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; <https://ag.ny.gov/>.

**For North Carolina residents:** The North Carolina Attorney General can be contacted by mail at 9001 Mail Service Center, Raleigh, NC 27699-9001; toll-free at 1-877-566-7226; by phone at 1-919-716-6400, and online at [www.ncdoj.gov](http://www.ncdoj.gov).