



**MULLEN  
COUGHLIN** LLC  
ATTORNEYS AT LAW

RECEIVED

AUG 23 2021

CONSUMER PROTECTION

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426 W. Lancaster Avenue, Suite 200  
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August 19, 2021

**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:

We represent Loomis Armored US, LLC (“Loomis Armored”) located at 2500 CityWest Blvd., Suite 2300, Houston, Texas 77042, and are writing to notify your office of an incident that may affect the security of some personal information relating to four (4) 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, Loomis Armored 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 December 14, 2020, Loomis Armored discovered suspicious activity involving an employee email account. Loomis Armored immediately secured the account and, with the assistance of third-party forensic specialists, launched an investigation to determine the nature and scope of the potential incident. On or about May 13, 2021, the investigation confirmed that the Loomis Armored email account may have been accessed between December 9 and December 10, 2020. Loomis Armored therefore undertook a lengthy and time-intensive, thorough review of the email account in order to identify the information that was potentially impacted and to whom it related.

In connection with this review, a third-party firm was engaged to programmatically and manually review the large volume of data at issue to identify impacted individuals and the types of data associated with those individuals. Concurrently, Loomis Armored internally reviewed their databases and determined that one or more of the potentially impacted email accounts included information related to individuals.

In conjunction and collaboration with the third-party review team, Loomis Armored continued to diligently review the information and reconcile the information with its internal records in furtherance of identifying

the individuals to whom the data relates and the appropriate contact information for those individuals. These efforts were completed on or around June 14, 2021, at which time Loomis Armored determined the scope of impacted individuals and the types of protected data associated with those individuals as a result of the extensive internal review. The investigation determined that the information that may have been potentially affected includes individuals' name, driver's license or state issued ID number, and/or Social Security number.

Loomis Armored thereafter worked to provide notification to potentially impacted individuals as quickly as possible. Importantly, there is no indication that individuals' specific information was accessed or misused. However, Loomis Armored is notifying potentially impacted individuals out of an abundance of caution.

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

On or about August 19, 2021, Loomis Armored provided written notice of this incident to all affected individuals, which includes four (4) 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 discovering the event, Loomis Armored moved quickly to investigate and respond to the incident, assess the security of Loomis Armored systems, and notify potentially affected individuals. Loomis Armored is also working to implement additional safeguards and training to its employees. Loomis Armored is providing access to credit monitoring services for one (1) year through TransUnion Interactive, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Loomis Armored 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. Loomis Armored 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 state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

#### **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:rrg  
Enclosure

# Exhibit A



Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

Re: Notice of Data <<Variable Field 1>>

Dear <<Name 1>>:

At Loomis Armored US, LLC (“Loomis Armored”) we understand that the confidentiality of your information is very important, and we are committed to protecting it. We are writing to make you aware of an incident that may affect the security of some of your personal information. This letter provides details of the incident, our response, and resources available to you to help protect your personal information from possible misuse, should you feel it is appropriate to do so.

***What Happened?*** On December 14, 2020, Loomis Armored discovered suspicious activity involving an employee email account. We immediately secured the email account and, with the assistance of third-party forensic specialists, launched an investigation to determine the nature and scope of the potential incident. On or about May 13, 2021, the investigation confirmed that the Loomis Armored email account may have been accessed between December 9 and December 10, 2020. We therefore undertook a lengthy and time-intensive, thorough review of the email account in order to identify the information that was potentially impacted and to whom it related. In connection with this review, a third-party firm was engaged to programmatically and manually review the large volume of data at issue to identify impacted individuals and the types of data associated with those individuals. Concurrently, Loomis Armored internally reviewed its databases and determined that the potentially impacted email account included information related to individuals.

In conjunction and collaboration with the third-party review team, Loomis Armored continued to diligently review the information and reconcile the information with its internal records in furtherance of identifying the individuals to whom the data relates and the appropriate contact information for those individuals. These efforts were completed on or around June 14, 2021, at which time Loomis Armored determined the scope of impacted individuals and the types of protected data associated with those individuals as a result of the extensive internal review.

We thereafter worked to provide notification to potentially impacted individuals as quickly as possible. **Importantly, there is no indication that your specific information was accessed or misused. However, we are notifying potentially impacted individuals out of an abundance of caution.**

***What information was involved?*** Our investigation determined that the information related to you that may have been potentially affected includes your name <<Data Elements>>.

***What we are doing?*** Information security is among Loomis Armored’s highest priorities, and we have strict security measures in place to protect information in our care. Upon discovering this incident, we immediately took steps to review and reinforce the security of our systems. We are reviewing existing security policies and have implemented additional cybersecurity measures to further protect against similar incidents moving forward. We are notifying potentially impacted individuals, including you, so that you may take steps to protect your information.

As an added precaution, we are offering you access to credit monitoring and identity theft protection services for <<12/24>> months at no cost to you. You will find information on how to enroll in these services in the enclosed "*Steps You Can Take to Help Protect Your Information.*" We encourage you to enroll in these services as we are not able to do so on your behalf.

***What can you do?*** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. Please also review the information contained in the enclosed "*Steps You Can Take to Help Protect Your Information.*"

***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 800-462-0192 which is available Monday through Friday from 9:00 am to 9:00 pm Eastern Time.

Sincerely,

A handwritten signature in black ink that reads "Craig Albiston". The signature is written in a cursive style with a horizontal line underlining the name.

Craig Albiston  
Chief Compliance Officer  
Loomis Armored US, LLC

(ENCLOSURE)

## ***STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION***

### **Enroll in the Complimentary Monitoring Services**

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (myTrueIdentity) for <<one/two>> years provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies.

To enroll in this service, go directly to the myTrueIdentity website at [www.mytrueidentity.com](http://www.mytrueidentity.com) and in the space referenced as “Enter Activation Code”, enter the following unique 12-letter Activation Code <<Insert Unique 12-letter Activation Code>> and follow the three steps to receive your credit monitoring service online within minutes.

If you do not have access to the Internet and wish to enroll in a similar offline, paper based, credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at 1-855-288-5422. When prompted, enter the following 6-digit telephone pass code <<Engagement Number>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **November 30, 2021**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number, or are under the age of 18. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain two years of unlimited access to your TransUnion credit report and credit score. The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The subscription also includes access to identity restoration services that provides assistance in the event your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)

If you have questions about your online credit monitoring benefits, need help with your enrollment, or need help accessing your credit report, or passing identity verification, please contact the myTrueIdentity Customer Service Team toll-free at: 1-844-787-4607, Monday-Friday: 8am-9pm, Saturday-Sunday: 8am-5pm Eastern time.

### **Monitor Accounts**

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. 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 directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a security freeze, you will need to provide the following information:



1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

#### **Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may 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: 1-866-653-4261. 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 Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Loomis Armored US, LLC is located at 2500 CityWest Blvd., Suite 2300, Houston, TX 77042.

STATE OF NH  
DEPT OF JUSTICE

2021 AUG 23 PM 12:59