

July 17, 2019

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**VIA E-MAIL (ATTORNEYGENERAL@DOJ.NH.GOV)**

Attorney General of the State of New Hampshire  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

***Re: Notification of Cybersecurity Incident Potentially Affecting New Hampshire Residents***

Dear Madam/Sir:

We represent Maddox Electric Company, Inc. (“Maddox”) in connection with a recent incident that may have impacted the security of certain personal information of two (2) New Hampshire residents. Maddox is reporting potential unauthorized access to this information.

By providing this notice, Maddox does not waive any potential rights or defenses regarding applicability of New Hampshire law or personal jurisdiction in connection with this incident.

**Background of the Incident**

Maddox is a certified electrical contractor based in Lake Buena Vista, Florida. Maddox determined on June 26, 2019, that certain personal information could have been impacted in a data security incident. Maddox was the victim of a cyberattack in which an unauthorized third party accessed the Maddox email environment. Upon recognizing the issue, Maddox retained a third-party forensics vendor to identify which email accounts were compromised and which emails were accessible. Maddox then launched an extensive review project to determine the identity of any individuals whose information may be in those accounts.

Based on the information it learned, Maddox is providing notice to affected individuals that names, addresses, and Social Security numbers could be at issue.

**Notice to the New Hampshire Residents**

On or about July 17, 2019, Maddox notified the two potentially affected New Hampshire residents of the incident. Enclosed is a sample of the notification letter that was sent to those residents via United States first-class mail.

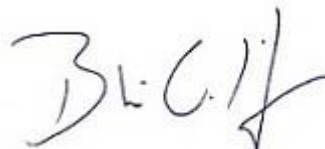
In addition, Maddox has established a call center at 1-800-939-4170 that can be contacted between the hours of 9:00 a.m. and 8:00 p.m. Eastern Time, Monday through Friday to ask questions and to receive further information regarding the incident. Maddox has arranged to offer one (1) year of complimentary credit monitoring and identity theft protection through ID Experts to the affected New Hampshire residents.

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**Contact Information**

Please contact me if you have any questions or if I can provide you with any further information concerning this matter. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Blaine C. Kimrey". The signature is stylized and written in a cursive-like font.

Blaine C. Kimrey

cc: Maddox



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: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

July 17, 2019

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

Maddox Electric Company, Inc. ("Maddox") values your trust and confidence in us, and we're committed to securing our information systems and your personal information. Accordingly, we're writing to make you aware of an incident that may have affected you.

What Happened

Maddox determined on June 26, 2019, that your personal information could have been impacted in a data security incident. Maddox was the victim of a cyberattack in which an unauthorized third party accessed the Maddox email environment. Upon recognizing the issue, Maddox retained a third-party forensics vendor to identify which email accounts were compromised and which emails were accessible. We then launched an extensive review project to determine the identity of any individuals whose information may be in those accounts. Although Maddox has no evidence that the attacker has used any of your information in an improper fashion, your personal information may have been exposed and thus, we're providing this notice to you out of an abundance of caution.

What Information Was Involved

The information at issue included names, addresses, and Social Security numbers.

What We Are Doing

Investigation. Upon learning about the incident, Maddox immediately terminated the hacker's access, changed user credentials, and retained a computer forensics investigator to determine what happened and who might be affected.

Mitigation. Maddox has retained ID Experts® to provide, at no cost to you, identity theft protection and credit monitoring services. The details for opting in to these services are set forth below.

Protection Against Further Harm. Maddox terminated the unauthorized access to its system and required users to change their passwords.

What You Can Do

We're offering identity theft protection services through ID Experts®, the data security incident and recovery services expert, to provide you with MyIDCare™. With this protection, MyIDCare will help you resolve issues if your identity is compromised. We strongly encourage you to register for this free identity theft protection service. To enroll please visit https://app.myidcare.com/account-creation/protect or call 1-800-939-4170 with the Enrollment Code provided above. The deadline for enrollment is October 17, 2019.

Your 12-month MyIDCare membership will include the following:

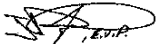
### **Credit Monitoring and Recovery Services**

- **Single-Bureau Credit Monitoring** - Monitors any changes reported by Experian to your credit report.
- **CyberScan** - Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.
- **Access to the ID Experts Team** - Access to an online resource center for up-to-date information on new identity theft scams, tips for protection, legislative updates and other topics associated with maintaining the health of your identity.
- **Complete Recovery Services** - Should you believe that you are a victim of identity theft, MyIDCare will work with you to assess, stop, and reverse identity theft issues.
- **Identity Theft Insurance** - In the event of a confirmed identity theft, you may be eligible for reimbursement of up to \$1,000,000 for expenses related to that theft.

### **For More Information**

If you have questions or concerns, please contact our toll-free number, 1-800-939-4170, between the hours of 9:00 a.m. until 8:00 p.m. Eastern Time, Monday through Friday except holidays. Additionally, for more information about avoiding identity theft, you can contact the Federal Trade Commission at 600 Pennsylvania Ave. N.W., Washington, D.C. 20580, 1-877-ID-THEFT, [consumer.ftc.gov](http://consumer.ftc.gov).

Sincerely,



Randy Maddox  
Executive Vice President



## Recommended Steps to Help Protect Your Information

- 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.
- 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.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in MyIDCare, notify them immediately by calling or by logging into the MyIDCare website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever 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 some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. 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. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection (<http://www.ca.gov/Privacy>) for additional information on protection against identity theft.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-888-743-0023.

**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 a violator. 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://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.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.