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STATE OF MICHIGAN
DEPT OF JUSTICE
2018 JAN 25 11:12 AM
McDonald Hopkins PLC
39533 Woodward Avenue
Suite 318
Bloomfield Hills, MI 48304
P 1,248,646,5070
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January 19, 2018

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Foster:

McDonald Hopkins PLC represents Maplecrest Ford. I write to provide notification concerning an incident that may affect the security of personal information of one (1) New Hampshire resident. Maplecrest Ford's investigation is ongoing and this notification will be supplemented with any new significant facts or findings subsequent to this submission, if any. By providing this notice, Maplecrest Ford does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On September 22, 2017, Maplecrest Ford learned that an employee was the victim of a phishing attack to his email account. Upon learning of the issue, Maplecrest Ford promptly required a password change for the potentially compromised account, as well as for all employee accounts. In addition, Maplecrest Ford commenced an investigation into the incident and retained an independent computer forensic firm to analyze the extent of any compromise to the email account and the security of the emails and attachments contained within it.

The forensic investigation and comprehensive manual document review, completed on December 18, 2017, concluded that because a Maplecrest Ford employee email account may have been compromised, an unknown individual may have had access, via that compromised email account, to personal information belonging to a small number of our customers.

Maplecrest Ford confirmed that the compromised email accounts contained name and either one or more of the following: Social Security number, credit card number, and/or driver's license number.

Maplecrest Ford wanted to make you (and the affected resident) aware of the incident and explain the steps Maplecrest Ford is taking to help safeguard the resident against identity fraud. Maplecrest Ford will provide New Hampshire resident with written notice of this incident commencing on January 19, 2018 in substantially the same form as the letter attached hereto. Maplecrest Ford will offer complimentary credit monitoring services to the affected individuals whose Social Security numbers were compromised. Maplecrest Ford will advise the resident to

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remain vigilant in reviewing financial account statements for fraudulent or irregular activity. Maplecrest Ford will advise the resident about the process for placing a fraud alert on his or her credit files, placing a security freeze, and obtaining a free credit report. The resident will be provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

Maplecrest Ford take its obligation to help protect personal information very seriously. Maplecrest Ford continually evaluates and modifies its practices to enhance appropriate security and privacy measures, and provides cybersecurity awareness training to the Maplecrest Ford workforce.

Should you have any questions regarding this notification, please contact me at (248) 220-1354 or jgiszczak@mcdonaldhopkins.com.

Sincerely,



James J. Giszczak

Encl.