



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

RECEIVED

MAR 15 2021

CONSUMER PROTECTION

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426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333

March 2, 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 Marquis Management LLC (“Marquis Management”) located at 1 Delaware Drive, Salem, NH 03079, and are writing to notify your office of an incident that may affect the security of some personal information relating to two hundred forty-four (244) New Hampshire residents. This notice may be supplemented with any significant facts learned subsequent to its submission. By providing this notice, Marquis Management 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 6, 2020, Marquis Management discovered that certain computer systems in its environment were inaccessible. Marquis Management immediately launched an investigation to determine the full nature and scope of the event. Through this investigation, Marquis Management determined that an unknown actor gained access to certain Marquis Management systems, and that certain files on those systems were accessed and/or acquired by the unknown actor between November 23, 2020 and December 6, 2020.

Marquis Management then performed a comprehensive review of the contents of the affected systems to determine what personal information was contained in the systems and to whom the information related. Marquis Management then reviewed internal records to determine the identities and contact information for potentially impacted individuals. Marquis Management recently confirmed address information for potentially affected individuals in order to provide notifications.

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The information that could have been subject to unauthorized access includes name, address, and Social Security number.

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

On or about January 5, 2021, Marquis Management provided written notice of this incident via email and via hand delivery to affected individuals, which included two hundred forty-four (244) New Hampshire residents. The email and hand delivered notice was provided in substantially the same form as the content attached here as *Exhibit A*. Additionally, supplemental written notice was mailed to these same affected current employees on March 2, 2021 in substantially similar form to the content attached here as *Exhibit B*.

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

Upon discovering the event, Marquis Management moved quickly to investigate and respond to the incident, assess the security of Marquis Management systems, and notify potentially affected individuals. Marquis Management is also working to implement additional safeguards and training to its employees. Marquis Management is providing access to credit monitoring services for two (2) years through Experian to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Marquis Management 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. Marquis Management 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.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4801.

Very truly yours,



Alexander T. Walker of  
MULLEN COUGHLIN LLC

# EXHIBIT A



As you are aware, we recently experienced a network disruption impacting our ability to access certain company systems. We are working with third-party forensic specialists to investigate the source of this disruption and confirm its impact on our systems. **Our investigation to date indicates that names and Social Security numbers for employees that started before October 2019 was subject to unauthorized access.** Although we have not yet confirmed the full scope of impact to any sensitive employee data, we are providing all current Company employees with free access to credit monitoring and identity restoration services through Experian at no cost for two (2) years.

**If you began your employment after October 2019, please be aware that although we are offering these services, we do not yet know that your data was impacted.** We are offering these services to all employees out of an abundance of caution. If we determine your personal information has been impacted, you will receive additional communication from us. We are preparing written notice to all impacted individuals.

We encourage you to take advantage of this service and help protect your identity. To activate your service, please visit: <https://www.experianidworks.com/credit>

To help protect your identity, we are offering you access to two (2) years of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by:** March 31, 2021 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code:** [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332 by March 31, 2021. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

Should you have any questions regarding the IDX Identity Protection Solution, have difficulty enrolling, or require additional support, please contact IDX at [REDACTED]

**Also attached to this email** is a helpful document that contains steps you can take to protect against identity theft and fraud, should you feel it is appropriate.

The confidentiality, privacy, and security of your personal information are among our highest priorities. We remain committed to safeguarding the information in our care and will continue to take steps to ensure the security of our systems. If you have any questions, please contact me at [swatkins@mqsmgt.com](mailto:swatkins@mqsmgt.com).

Thank you,

Scott Watkins  
Director, Human Resources

# EXHIBIT B

**Marquis**  
Management LLC  
Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

March 2, 2021

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SAMPLE A. SAMPLE - L01 INDIVIDUAL  
APT ABC  
123 ANY ST  
ANYTOWN, ST 12345-6789



Dear Sample A. Sample:

Marquis Management, Inc. ("Marquis") is writing in follow up to our January 5, 2021 communication, and to inform you of a recent event 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 information, should you feel it is appropriate to do so.

**What Happened.** On December 6, 2020, Marquis discovered that certain computer systems in its environment were inaccessible. We immediately launched an investigation to determine the full nature and scope of the event. Through this investigation, Marquis determined that an unknown cybercriminal gained access to certain Marquis systems, and that certain files on those systems were accessed and/or acquired by the cybercriminal between November 23, 2020 and December 6, 2020.

We then performed a comprehensive review of the contents of the affected systems to determine what personal information was contained in the systems and to whom the information related. We then conducted a manual review of our records to determine the identities and contact information for potentially impacted individuals. We recently confirmed address information for potentially affected individuals to provide notifications.

**What Information Was Involved.** We determined that the following types of information related to you may have been accessed and acquired by the cybercriminal during this incident: name and Social Security number.

**What We Are Doing.** The confidentiality, privacy, and security of information in our care is one of our highest priorities. Upon discovering this incident, we immediately took steps to further secure our systems and conduct a thorough investigation. As part of our ongoing commitment to the security of personal information in our care, we are reviewing our existing policies and procedures to include additional safeguards. Although we do not have any indication of identity theft or fraud as a result of this incident, we are offering credit monitoring and identity theft protection services through Experian for 24 months at no cost to you as an added precaution. These services were made available to you in the January communication and you are still able to activate them through March 31, 2021. We also notified state regulators, as required.



**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud, review your account statements, monitor your credit reports for suspicious activity, and to report any suspicious activity immediately to your bank or financial institution. Additional information and resources are included in the enclosed "Steps You May Take To Help Protect Personal Information." You may also activate the complimentary credit monitoring services available to you. Instructions are attached to this letter.

**For More Information.** If you have additional questions, please contact our dedicated assistance line at 833-210-4611, Monday - Friday 6:00 a.m. – 8:00 p.m. PST; Saturday and Sunday 8:00 a.m. – 5:00 p.m. PST.

We sincerely regret any inconvenience or concern this incident may cause.

Sincerely,

*Scott Watkins*

Scott Watkins  
Director, Human Resources  
Marquis Management

## STEPS YOU MAY TAKE TO HELP PROTECT PERSONAL INFORMATION

### Enroll in Credit Monitoring

To help protect your identity, we are offering you access to two (2) years of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by**: March 31, 2021 (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code**: [REDACTED]

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877.890.9332 by March 31, 2021. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

### Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. 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.

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:

#### **Experian**

P.O. Box 9554  
Allen, TX 75013  
1-888-397-3742

[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)

#### **TransUnion**

P.O. Box 160  
Woodlyn, PA 19094  
1-888-909-8872

[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)

#### **Equifax**

P.O. Box 105788  
Atlanta, GA 30348-5788  
1-800-685-1111

[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five years, provide the addresses where you have lived over the prior 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.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

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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 9554  
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 19016  
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, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General. 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). 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.

**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. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are twenty (20) Rhode Island residents impacted by this incident.