



MULLEN
COUGHLIN^{LLC}

STATE OF NH
DEPT OF JUSTICE
2017 FEB -7 AM 10:48

Jim E. Prendergast
Office: 267-930-4798
Fax: 267-930-4771
Email: jprendergast@mullen.law

1275 Drummers Lane, Suite 302
Wayne, PA 19087

February 3, 2017

VIA U.S. MAIL

Attorney General Joseph Foster
Office of the New Hampshire Attorney General
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Security Event

Dear Mr. Foster:

We represent MDF Instruments ("MDF"), 31416 Agoura Road, Suite 180, Westlake Village, CA 91361. We are writing to notify you of a data security incident that may have compromised the security of personal information of fifty-one (51) New Hampshire residents. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, MDF does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Nature of the Data Security Event

On December 7, 2016, MDF was alerted to fraudulent charges occurring on customers' accounts after purchasing MDF products through MDF's website, www.mdfinstruments.com. MDF's IT department investigated the issue and found a malware script on our website that was acquiring credit card data as it was typed. MDF contracted with a third-party forensics investigator to determine the nature and scope of the malware. It was determined that malware may have been operating on the website as early as July 2, 2016, until December 14, 2016, when the issue was resolved.

Notice to New Hampshire Residents

On February 3, 2017, MDF will begin mailing notice letters to potentially affected individuals which includes fifty-one (51) New Hampshire residents. The notice will be provided in substantially the same form as the letter attached here as *Exhibit A*.

Attorney General Joseph Foster
February 3, 2017
Page 2

Other Steps Taken

As part of the notification to individuals, MDF has provided all affected individuals with information they can use to better protect against the possibility of identity theft and fraud, including an offering of 12 months of credit monitoring and fraud resolution services from CSID at no cost. MDF is also notifying other state regulators as necessary about this incident.

Contact Information

Should you have any questions regarding this notification or other aspects of this event, please contact us at (267) 930-4798.

Very truly yours,

A handwritten signature in black ink, appearing to read 'JEP', with a long horizontal flourish extending to the right.

James E. Prendergast of
MULLEN COUGHLIN LLC

Exhibit A

MDF LETTERHEAD

[Name]

[Street Address]

[City, State Zip Code]

February 3, 2017

RE: NOTICE OF DATA BREACH

Dear [Name]:

MDF Instruments ("MDF") recently discovered a data security incident may have compromised the security of your payment information by use of a debit or credit card on the MDF website between July 2, 2016 and December 14, 2016. We have investigated and contained the incident, and credit and debit cards used by our customers on our website are no longer at risk from the malware involved in this incident.

What Happened? On December 7, 2016, MDF was alerted to fraudulent charges occurring on customers' accounts after purchasing MDF products through MDF's website, www.mdfinstruments.com. MDF's IT department investigated the issue and found a malware script on our website that was acquiring credit card data as it was typed. MDF contracted with a third-party forensics investigator to determine the nature and scope of the malware. It was determined that malware may have been operating on the website as early as July 2, 2016, until December 14, 2016, when the issue was resolved.

What Information Was Involved? The information at risk as a result of this event, which was found to have been collected by the malware, includes your name, address, card number, expiration date, and CVV.

What We Are Doing. MDF takes the security of its customers' information very seriously, and is sincerely sorry for the inconvenience this incident has caused our customers. MDF continues to work with our third-party forensic investigator to ensure the security of its systems and protect against similar incidents in the future. We are also notifying all potentially affected customers.

Further, to help you monitor your information, MDF has contracted with CSID to provide one year of CSID Protector services, which includes CyberAgent® Internet Surveillance, and Identity Theft Insurance at no cost to you upon your enrollment via the following sign-up process:

- Visit <https://www.csid.com/csid1yprotector/> to complete a secure sign up process and answer some questions to confirm your identity.
- Submit your PIN Code: [PIN code] This PIN Code can only be used once and cannot be transferred to another individual.
- Activate your CSID Protector coverage no later than **January 28, 2018**.

Additionally, Identity Restoration services are available to you as of January 28, 2017, with no further action required. If you are a victim of fraud, simply call CSID at (877) 926-1113 by no later than **January 28, 2018** and a dedicated Identity Theft Restoration agent will help you restore your identity. Please provide the PIN Code in this letter as proof of eligibility.

Should you have any questions regarding the sign up process, please contact CSID Member Services at (877) 926-1113, 24-hours a day, 7-days a week, or e-mail support@csid.com.

What You Can Do. We encourage you to monitor your credit and debit card statements carefully and to review the enclosed *Steps You Can Take to Protect Against Identity Theft and Fraud*. We also encourage you to enroll in the complimentary CSID Protector services.

For More Information: We realize you may have questions that are not addressed in this letter. Should you have any questions or concerns regarding this incident or the services being offered to you, please call our confidential toll-free hotline at 818-357-5647, **Monday through Friday, 9:00 a.m. to 9:00 p.m.**, or email us at customer.service@mdfinstruments.com.

MDF sincerely regrets any inconvenience or concern this incident has caused.

Sincerely,

[signature]

Jonathan Rogers
Vice President
MDF Instruments

Steps You Can Take to Protect Against Identity Theft and Fraud

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports and explanation of benefits forms for suspicious activity. This also includes reviewing account statements, medical bills, and health insurance statements regularly to ensure that no one has submitted fraudulent medical claims using your name and address. Report all suspicious or fraudulent charges to your account and insurance providers. 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 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.

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax
P.O. Box 740256
Atlanta, GA 30374
1-888-766-0008
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016-2000
1-800-680-7289
www.transunion.com

You may also place a security freeze on your credit reports. A security freeze prohibits a credit bureau from releasing any information from a consumer's credit report without the consumer's written authorization. However, please be advised that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. If you have been a victim of identity theft, and you provide the credit bureau with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit bureau may charge you a fee to place, temporarily lift, or permanently remove a security freeze. You will need to place a security freeze separately with each of the three major credit bureaus listed above if you wish to place a freeze on all of your credit files. To find out more on how to place a security freeze, you can use the following contact information:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
1-800-685-1111
(NY residents please call
1-800-349-9960)
www.freeze.equifax.com

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/freeze/center.html

TransUnion
PO Box 2000
Chester, PA 19022-2000
1-888-909-8872
www.transunion.com/securityfreeze

You can further educate yourself regarding identity theft, fraud alerts, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. For Maryland residents, the Attorney General can be reached at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-888-743-0023; and www.oag.state.md.us. For North Carolina residents, the 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. For Rhode Island residents, the Attorney General can be contacted by mail at 150 South Main Street, Providence, RI 02903; by phone at (401) 274-4400; and online at www.riag.ri.gov. A total of 22 Rhode Island resident may be impacted by this incident. 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 crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement. This notice has not been delayed by law enforcement.