

**Dominic A. Paluzzi**  
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January 2, 2018

Attorney General Michael A. Delaney  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

STATE OF NH  
DEPT OF JUSTICE  
2018 JAN -9 AM 11:09

**Re: Multnomah Athletic Club – Incident Notification**

Dear Attorney General Delaney:

McDonald Hopkins PLC represents Multnomah Athletic Club. I write to provide notification concerning an incident that may affect the security of personal information of two (2) New Hampshire residents. Multnomah Athletic Club'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, Multnomah Athletic Club does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

On December 5, 2017, Multnomah Athletic Club learned that multiple shredding bins located on the premises of the Multnomah Athletic Club were stolen on December 2, 2017 by multiple unknown individuals. The bins may have contained confidential records related to Multnomah Athletic Club's members and employees. Upon learning of the situation, Multnomah Athletic Club immediately commenced an investigation, notified law enforcement, and engaged external privacy professionals to analyze the extent of the compromise and assist in their response. Despite law enforcement's efforts, the records have not been recovered to date.

Multnomah Athletic Club was not able to identify the exact information that was contained in the stolen shredding bins. It is possible, however, that one or more of the bins contained residents' name, Social Security number and bank account information (routing and checking account numbers).

To date, Multnomah Athletic Club is not aware of any confirmed instances of identity fraud as a direct result of this incident. Nevertheless, Multnomah Athletic Club wanted to make you (and the affected residents) aware of the incident and explain the steps Multnomah Athletic Club is taking to help safeguard the residents against identity fraud. Multnomah Athletic Club provided the New Hampshire residents with written notice of this incident commencing on January 3, 2018, in substantially the same form as the letter attached hereto. Multnomah Athletic Club is offering the residents a complimentary membership with a credit monitoring and identity theft protection service. Multnomah Athletic Club has advised the residents to remain vigilant in reviewing financial account statements for fraudulent or irregular activity. Multnomah Athletic

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Club has advised the residents about the process for placing a fraud alert on their credit files, placing a security freeze, and obtaining a free credit report. The residents also have been provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

Multnomah Athletic Club takes its obligation to help protect personal information very seriously. Multnomah Athletic Club is continually evaluating and modifying its practices to enhance the security and privacy of confidential information, including strengthening its document storage procedures to help prevent similar issues in the future.

Should you have any questions regarding this notification, please contact me at (248) 220-1356 or [dpaluzzi@mcdonaldhopkins.com](mailto:dpaluzzi@mcdonaldhopkins.com).

Sincerely,



Dominic A. Paluzzi

Encl.



Multnomah Athletic Club

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336



**IMPORTANT INFORMATION  
PLEASE READ CAREFULLY**



Dear 

I am writing to provide you with important information about a recent incident potentially involving the security of some of your personal information that you supplied to us. This letter explains the services we are making available to help safeguard you against identity fraud, along with additional steps you can take to help protect your information.

On December 5, 2017, we learned that multiple shredding bins located on the premises of the Multnomah Athletic Club were stolen on December 2, 2017 by multiple unknown individuals. The bins may have contained confidential records related to our members and employees. Upon learning of the situation, we immediately commenced an investigation, notified law enforcement, and engaged external privacy professionals to analyze the extent of the compromise and assist in our response. Despite law enforcement's efforts, the records have not been recovered to date.

We are not able to identify the exact information that was contained in the stolen shredding bins. It is possible, however, that one or more of the bins contained your name, Social Security number and bank account information (routing and checking account numbers).

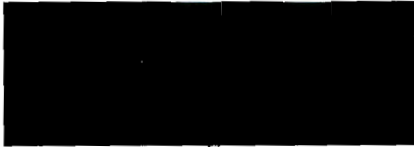
Please accept our sincere apologies that this incident occurred. **To date, we are not aware of any reports of identity fraud or improper use of personal information as a direct result of this incident.** Out of an abundance of caution, we wanted to make you aware of the incident, explain the services we are making available to help safeguard you against identity fraud, and suggest steps that you should take as well.

To protect you from potential misuse of your information, we are offering a complimentary one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks Credit 3B, including instructions on how to activate your complimentary free one-year membership, please see the additional information provided in this letter. We also have included other precautionary measures we encourage you to take to help protect your personal information, including placing a Fraud Alert, placing a Security Freeze, and/or obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements for fraudulent or irregular activity on a regular basis. Since your bank account information may have been included in the stolen records, you should contact your financial institution to determine if you should change your account number.

We are committed to maintaining the privacy of your information and have taken many precautions to help safeguard it. We continually evaluate and modify our practices to enhance the security and privacy of confidential information, including strengthening our document storage procedures to help prevent similar issues in the future.

**If you have any further questions regarding this incident, please call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED].** This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to help protect against misuse of your information. The response line is available Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time.

Sincerely,



Multnomah Athletic Club



– ADDITIONAL PRIVACY SAFEGUARDS INFORMATION –

**1. Enrolling in Credit Monitoring Services.**

To help protect your identity, we are offering a free one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

**Activate IdentityWorks Credit 3B Now in Three Easy Steps**

1. ENROLL by: <<Enrollment Deadline>> (Your code will not work after this date.)

2. VISIT the **Experian IdentityWorks website** to enroll: [REDACTED]

3. PROVIDE the **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 [REDACTED]. Be prepared to provide engagement number [REDACTED] as proof of eligibility for the identity restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help you address credit and non-credit related fraud.

Once you enroll in Experian IdentityWorks, you will have access to the following additional features:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Experian IdentityWorks ExtendCARE<sup>TM</sup>:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

**Activate your membership today at [REDACTED]  
or call [REDACTED] to register with the activation code above.**

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at [REDACTED].

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## 2. Placing a Fraud Alert.

Whether or not you choose to use the 12 month credit monitoring services offered above, we recommend that you place an initial 90-day "Fraud Alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

### **Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
www.equifax.com  
1-800-525-6285

### **Experian**

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

### **TransUnion**

P.O. Box 2000  
Chester, PA 19022  
www.transunion.com  
1-800-680-7289

## 3. Consider Placing a Security Freeze on Your Credit File.

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "Security Freeze" be placed on your credit file. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by sending a request in writing, by mail, to all three nationwide credit reporting companies. To find out more on how to place a security freeze, you can use the following contact information:

### **Equifax Security Freeze**

PO Box 105788  
Atlanta, GA 30348  
<https://www.freeze.equifax.com>  
1-800-685-1111

### **Experian Security Freeze**

PO Box 9554  
Allen, TX 75013  
<http://experian.com/freeze>  
1-888-397-3742

### **TransUnion Security Freeze**

P.O. Box 2000  
Chester, PA 19022  
<http://www.transunion.com/securityfreeze>  
1-800-680-7289

If you decide to place a Security Freeze on your credit file, in order to do so without paying a fee you will need to provide a police report. If your personal information has been used to file a false tax return or to open an account or to attempt to open an account, you may file a police report in the city in which you currently reside.

## 4. Obtaining a Free Credit Report.

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call **1-877-322-8228** or request your free credit reports online at **www.annualcreditreport.com**. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

## 5. Additional Helpful Resources.

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft), by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

**Iowa Residents:** You may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity Theft: Office of the Attorney General of Iowa, Consumer Protection Division, Hoover State Office Building, 1305 East Walnut Street, Des Moines, IA 50319, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov), Telephone: (515) 281-5164

**Maryland Residents:** You may obtain information about avoiding identity theft from the Maryland Attorney General's Office: 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.

**North Carolina Residents:** You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Department of Justice, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov/](http://www.ncdoj.gov/), Telephone: 877-566-7226.

**Oregon Residents:** You may obtain information about preventing identity theft from the Oregon Attorney General's Office: 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

#### 6. Reporting Identity Fraud to the IRS.

If you believe you are a victim of identity fraud AND it is affecting your federal tax records (or may affect them at some time in the future), such as your attempt to file your federal tax returns electronically was rejected or if you received a notice from the IRS indicating someone was otherwise using your Social Security number, it is recommended you do the following:

- File an Identity Theft Affidavit (Form 14039) with the IRS. The form can be downloaded at: <https://www.irs.gov/pub/irs-pdf/f14039.pdf>.
- Call the IRS at (800) 908-4490, ext. 245 to report the situation. The unit office is open Monday through Friday from 7 am to 7 pm.
- Report the situation to your local police or law enforcement department.

Additional information regarding preventing tax related identity theft can be found at <http://www.irs.gov/uac/Identity-Protection>.

#### 7. Reporting Identity Fraud to the Social Security Administration.

If you believe that you are a victim of identity fraud AND it is affecting your Social Security account or records, you may contact the Social Security Administration at 1-800-772-1213 or visit [https://secure.ssa.gov/acu/IPS\\_INTR/blockaccess](https://secure.ssa.gov/acu/IPS_INTR/blockaccess). You also may review earnings posted to your record on your Social Security Statement on [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount).

- The Social Security Administration has published Identity Theft and Your Social Security Number at: <https://www.ssa.gov/pubs/EN-05-10064.pdf>.