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RECEIVED

JUN 14 2022

CONSUMER PROTECTION

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309 Fellowship Road, Suite 200  
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June 10, 2022

**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 New England Industries, Inc. d/b/a NEI Stamping (“NEI Stamping”) located at 85 Etna Road Lebanon, NH 03766, and are writing to notify your office of an incident that may affect the security of certain personal information relating to approximately eighteen (18) New Hampshire residents. This notice may be supplemented with new significant facts learned subsequent to its submission. By providing this notice, NEI Stamping 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 January 2, 2022, NEI Stamping discovered suspicious activity related to certain servers within its environment. We immediately took steps to secure our systems and launched an investigation into the nature and scope of the event, with the assistance of third-party computer forensic specialists. On March 21, 2022, the investigation determined that certain files in our systems were subject to unauthorized access. As such, we conducted a thorough review of the files in order to identify whether any personal information is contained therein and to whom that information relates. On May 3, 2022, our review determined that some of the affected files contained information of current and former employees. NEI Stamping has no evidence of any actual or attempted fraudulent use of the potentially impacted information.

The information affected by this event includes the following: name and Social Security number.

**Notice to New Hampshire Residents**

On June 10, 2022 NEI Stamping provided written notice of this incident to approximately eighteen (18) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

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

Upon discovering the event, NEI Stamping moved quickly to investigate and respond to the incident, assess the security of its systems, and identify potentially affected individuals. Further, NEI Stamping notified federal law enforcement regarding the event. NEI Stamping is also working to implement additional safeguards and training to its employees. NEI Stamping is providing access to credit monitoring services for one (1) year through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, NEI Stamping 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. NEI Stamping 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) 930-4842.

Very truly yours,



Vincent F. Regan of  
MULLEN COUGHLIN LLC

VFR/rzh  
Enclosure

# **EXHIBIT A**

<<First Name Last Name>>  
<<Address 1>>  
<<City>><<State>><<Zip>>

<<Date>>

**RE: Notice of Security Incident**

Dear <<First Name Last Name>>:

New England Industries, Inc. d/b/a NEI Stamping (“NEI Stamping”) is writing to notify you of a recent incident that may have impacted the security of some of your personal information. This letter provides an overview of the incident, our response, and resources available to you to help protect your information, should you find it appropriate to do so.

**What Happened?** On January 2, 2022, NEI Stamping discovered suspicious activity related to certain servers within its environment. We immediately took steps to secure our systems and launched an investigation into the nature and scope of the event, with the assistance of third-party computer forensic specialists. On March 21, 2022, the investigation determined that certain files in our systems were subject to unauthorized access. As such, we conducted a thorough review of the files in order to identify whether any personal information is contained therein and to whom that information relates. On May 3, 2022, our review determined that some of the affected files contained information of current and former employees, including you. NEI Stamping has no evidence of any actual or attempted fraudulent use of the potentially impacted information.

**What Information was Involved?** The information that may have been impacted by this incident includes your name and Social Security number. We are notifying you in an abundance of caution as the investigation was unable to determine whether your specific information was actually viewed, and we have no evidence of any actual or attempted fraudulent use of your information resulting from this incident.

**What We Are Doing.** The security of information on our systems is one of our highest priorities, and we have strict security measures in place to protect the information in our care. Following discovery of this incident, we took immediate steps to secure our environment and are in the process of implementing additional security measures to further protect against similar incidents moving forward.

We are also offering credit monitoring and identity restoration services for 12 months through Experian’s® IdentityWorks<sup>SM</sup> at no cost to you. The deadline to enroll in these services is August 31, 2022. Information and instructions on how to activate these complimentary services can be found in the “Steps You Can Take to Help Protect Your Personal Information” below. We encourage you to enroll in these services, as we are not able to do so on your behalf.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You may also activate the complimentary credit monitoring and identity restoration services we are making available to you. Further information can be found in the “Steps You Can Take to Help Protect Your Personal Information.”

**For More Information.** If you have any questions regarding this letter, please contact Michael Landgraf at mikel@neistamping.com. We sincerely regret any inconvenience this incident may cause you. Protecting your information is very important to us, and we remain committed to safeguarding the information in our care.

Sincerely,

Michael Landgraf  
President

## STEPS YOU CAN TAKE TO HELP PROTECT YOUR PERSONAL INFORMATION

### Enroll in Credit Monitoring

To help protect your identity, we are offering a complimentary 12-month membership 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: August 31, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: [code]**

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 **August 31, 2022**. Be prepared to provide engagement number **B053933** as proof of eligibility for the identity restoration services by Experian.

### **ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

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

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (877) 890-9332. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. 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 directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
1-888-298-0045	1-888-397-3742	1-833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

**Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may 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); and TTY: 1-866-653-4261. 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.