LEWIS BRISBOIS BISGAARD & SMITH LLP

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July 12, 2021

File No. 28310.1223

VIA EMAIL

Attorney General Gordon MacDonald
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
Phone: (603) 271-3643
Fax: (603) 271-2110
DOJ-CPB@doj.nh.gov

Re: **Notification of Data Security Incident**

Dear Attorney General MacDonald:

Lewis Brisbois Bisgaard & Smith LLP represents New Precision Technology, LLC / dba USI, Inc. ("USI") in connection with a recent data security incident described in greater detail below. The purpose of this letter is to notify you of the incident in accordance with New Hampshire's data breach notification statute, N.H. Rev. Stat. §§ 359-C:19 - C:21.

1. Nature of the Security Incident

USI is one of the leading United States based manufacturers and wholesalers of quality products for education, government and business customers including laminators, mounting, and binding machines, 3D printing, and more. USI is headquartered in Madison, Connecticut.

On May 29, 2021, USI learned of suspicious activity on its network. Upon discovering this, USI took steps to contain the incident and secure the network. In addition, USI retained outside cybersecurity experts to conduct an investigation to determine the source and scope of the incident. The investigation revealed that an unknown actor gained access to and obtained data from the USI network without authorization.

2. Type of Information and Number of New Hampshire Residents Involved

The information involved the Social Security Number and driver's license number of two (2) New Hampshire residents.

3. Measures Taken to Address the Incident

As soon as USI discovered this incident, USI took the steps referenced above. USI also implemented additional security features to reduce the risk of a similar incident occurring in the future. USI also reported this incident to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to attempt to hold the perpetrators accountable, if possible. In addition, out of an abundance of caution, we are offering affected individuals complimentary credit monitoring and identity protection services for twenty-four months at no cost to them. The services include credit monitoring, Cyberscan dark web monitoring, $1 million in identity theft insurance, and fully managed identity recovery services through IDX.

4. Contact Information

USI is dedicated to protecting the sensitive information within its control. If you have any questions or need additional information regarding this incident, please do not hesitate to contact Donna Maddux at 971-334-7001 or Donna.Maddux@lewisbrisbois.com.

Sincerely,

Donna Maddux

Donna Maddux of
LEWIS BRISBOIS BISGAARD & SMITH LLP

DM/sgg
Enclosure: Consumer Notification Letter

[redacted]

10300 SW Greenburg Rd.
Suite 570
Portland, OR 97223

To Enroll, Please Call:
1-800-939-4170
Or Visit:
https://app.idx.us/account-creation/protect
Enrollment Code: [XXXXXXXX]

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

July 12, 2021

Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

The New Precision Technology, LLC / dba USI, Inc. ("USI"), is writing to notify you of a recent data security incident that involved some of your personal information. USI takes the privacy and security of your personal information very seriously. We want to inform you of this incident and about steps you can take to help protect your personal information and offer you complimentary credit monitoring and identity protection services.

What Happened? On or about May 29, 2021, USI discovered it was the victim of a sophisticated cyberattack affecting the USI internal network environment. Immediately after discovering the incident, USI engaged industry-leading cybersecurity experts to investigate the incident. During the investigation, we learned that an unknown actor gained access to and obtained data from the USI network without authorization. On June 24, 2021, we determined that some of your personal information may have been involved in the incident. This is why we are informing you of the incident, sharing steps you can take to protect your personal information, and providing you with access to complementary credit monitoring and identity protection services from IDX.

What Information Was Involved? Based on our investigation, the involved data may have included your name and your Social Security Number, driver's license, and username & password <<variable text >>.

What We Are Doing. As soon as we discovered the incident, we took the steps referenced above. We also implemented additional security features to reduce the risk of a similar incident occurring in the future. We also reported this incident to the Federal Bureau of Investigation and will provide whatever cooperation is necessary to attempt to hold the perpetrators of this incident accountable, if possible. We are further notifying you of this event, and advising you about steps you can take to help protect your information. Additionally, in an abundance of caution, we are offering you complimentary credit monitoring and identity protection services for 24 months through IDX, a national leader in identity protection services.

The IDX services, which are free to you upon enrollment, include a two-year subscription for the following: credit monitoring, CyberScan dark web monitoring, fully-managed recovery, and $1 million in identity theft insurance coverage. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do. We recommend that you review the guidance included with this letter about how to protect your personal information. In addition, we encourage you to enroll in the complimentary credit monitoring and identity protection services being offered through IDX.

To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file. You can enroll in the complimentary credit monitoring and identity protection services provided through IDX by calling 1-800-939-4170 Monday through Friday from 9 a.m. - 9 p.m. Eastern Time or visit https://app.idx.us/account-creation/protect and insert the Enrollment Code provided above. Please note the deadline to enroll in these complimentary services is October 12, 2021. You will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

For More Information. If you have questions about the complimentary services or need assistance, please contact IDX customer service at 1-800-939-4170. IDX representatives are available Monday through Friday from 9 a.m. - 9 p.m. Eastern Time. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

On behalf of USI, thank you for your understanding about this incident. We appreciate your trust and take this matter very seriously. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

Peter S. Gianacoplos, President
USI

(Enclosure)

Recommended Steps to help Protect your Information

1. **Website and Enrollment.** Go to https://app.idx.us/account-creation/protect and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at 1-800-939-4170 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity 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 you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting	Experian Fraud Reporting	TransUnion Fraud Reporting
1-866-349-5191	1-888-397-3742	1-800-680-7289
P.O. Box 105069	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5069	Allen, TX 75013	Chester, PA 19022-2000
www.equifax.com	www.experian.com	www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

6. Security Freeze. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

California Residents: Visit the California Office of Privacy Protection (www.oag.ca.gov/privacy) for additional information on protection against identity theft.

Kentucky Residents: Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601**,** www.ag.ky.gov, Telephone: 1-502-696-5300.

Maryland Residents: Office of the Attorney General of Maryland**,** Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202**,** www.oag.state.md.us/Consumer, Telephone: 1-888-743-0023.

New Mexico Residents: You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

New York Residents: The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; https://ag.ny.gov/.

North Carolina Residents: Office of the Attorney General of North Carolina**,** 9001 Mail Service Center Raleigh, NC 27699-9001, www.ncdoj.gov, Telephone: 1-919-716-6400.

Oregon Residents: Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, www.doj.state.or.us/, Telephone: 877-877-9392

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.