

BakerHostetler

August 14, 2023

VIA EMAIL (DOJ-CPB@DOH.NH.GOV)

Attorney General John Formella
Office of the Attorney General
33 Capital Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Formella:

We are writing on behalf of our client, Nice Pak Products, Inc. and Professional Disposables International, Inc. (collectively, “Nice Pak”) to provide notice to your office concerning a cybersecurity incident.

On June 15, 2023, Nice Pak identified unusual activity on certain devices in their network. Nice Pak immediately implemented its response protocols, took measures to contain the activity, and launched an investigation. A cybersecurity firm also was engaged. Nice Pak notified law enforcement and is supporting its investigation.

The evidence showed that between May 28, 2023 and June 15, 2023, an unauthorized actor viewed and obtained files stored on certain servers in Nice Pak’s network. Nice Pak conducted a careful review of the files and, on July 24, 2023, determined that one or more of the files contained the

, of 5 New Hampshire residents.

Today, August 14, 2023, Nice Pak is mailing notification letters via United States Postal Service First-Class mail to the involved New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20. A copy of the notification letter template is enclosed. Nice Pak is offering the New Hampshire residents a complimentary, membership to credit monitoring and identity theft protection services. Nice Pak also has established a dedicated, toll-free call center that individuals can call to obtain more information regarding the incident.

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To help prevent something like this from happening again, we have taken and are taking steps to enhance our existing security measures.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

Joseph L. Bruemmer

Partner

Enclosure



Secure Processing Center
P.O. Box 3826
Suwanee, GA 30024

Nice Pak Products, Inc. and Professional Disposables International, Inc. understand the importance of protecting information. We are writing to inform you that we recently identified and addressed a data security incident involving your information. This letter explains the incident, the measures we have taken, and steps you may consider taking in response.

What Happened?

On June 15, 2023, we identified unusual activity on certain devices in our network. We immediately implemented our response protocols, took measures to contain the activity, and launched an investigation. A cybersecurity firm also was engaged. We notified law enforcement and are supporting its investigation.

The evidence showed that between May 28, 2023 and June 15, 2023, an unauthorized actor viewed and obtained files stored on certain servers in our network. We conducted a careful review of the files and, on July 24, 2023, determined that one or more of the files contained your information.

What Information Was Involved?

The files contained your

What We Are Doing.

We wanted to notify you of this incident and to assure you that we take it seriously. To help prevent something like this from happening again, we have taken and are taking steps to enhance our existing security measures.

What You Can Do.

We have arranged for you to receive a complimentary membership to Experian's® IdentityWorksSM credit monitoring service. This product helps detect possible misuse of your information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks 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, including instructions on how to activate your complimentary membership, as well as some additional steps you can take in response, please review the pages that follow this letter.

For More Information.

We regret that this occurred and apologize for any inconvenience. If you have questions, please call through Friday, between 9:00 a.m. and 9:00 p.m. Eastern Time.

Monday

Sincerely,

Robert Latorre
Chief Information Officer
Nice Pak Products, Inc. / Professional Disposables International, Inc.

Activate IdentityWorks In Three Easy Steps

1. ENROLL by: _____ (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll:
3. PROVIDE the **Activation Code**:

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at _____ by _____. Be prepared to provide engagement number _____ as proof of eligibility for the identity restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR _____ EXPERIAN IDENTITYWORKS MEMBERSHIP:

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

You can contact Experian **immediately without needing to enroll in the product** regarding any fraud issues. Identity Restoration specialists are available to help 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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists 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.
- **\$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 _____. 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 _____ 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 _____. You will also find self-help tips and information about identity protection at this site.

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

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

ADDITIONAL STEPS YOU CAN TAKE

We remind you that it is always advisable to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

- *Equifax*, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
- *Experian*, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
- *TransUnion*, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

- *Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.identitytheft.gov

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report. For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- *Equifax Security Freeze*, PO Box 105788, Atlanta, GA 30348, www.equifax.com
- *Experian Security Freeze*, PO Box 9554, Allen, TX 75013, www.experian.com
- *TransUnion Security Freeze*, PO Box 2000, Chester, PA 19016, www.transunion.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Protecting health insurance or medical information: It is always advisable to review any statements you may receive from your health insurer or healthcare providers. If you see charges for services that you did not receive, contact your insurer or provider immediately.

Nice Pak is located at 2 Nice Pak Park, Orangeburg, New York 10962, and Professional Disposables International, Inc. is located at 400 Chestnut Ridge Road, Woodcliff Lake, New Jersey 07677. The companies can be contacted by phone at 800.498.0677.

Additional information for residents of the following states:

Connecticut: You may contact and obtain information from your state attorney general at: *Connecticut Attorney General's Office*, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, www.ct.gov/ag

Maryland: You may contact and obtain information from your state attorney general at: *Maryland Attorney General's Office*, 200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023 / 1-410-576-6300, www.oag.state.md.us

New York: You may contact and obtain information from these state agencies: *New York Department of State Division of Consumer Protection*, One Commerce Plaza, 99 Washington Ave., Albany, NY 12231-0001, 518-474-8583 / 1-800-697-1220, <http://www.dos.ny.gov/consumerprotection>; and *New York State Office of the Attorney General*, The Capitol, Albany, NY 12224-0341, 1-800-771-7755, <https://ag.ny.gov>

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov

Rhode Island: This incident involves one Rhode Island individual. Under Rhode Island law, you have the right to file and obtain a copy of a police report. You also have the right to request a security freeze, as described above. You may contact and obtain information from your state attorney general at: *Rhode Island Attorney General's Office*, 150 South Main Street, Providence, RI 02903, 1-401-274-4400, www.riag.ri.gov