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September 19, 2022

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

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

Re: Incident Notification

Dear Attorney General Formella:

We are writing on behalf of our client, Ocean House Management (“OHM”), to notify your office concerning a cybersecurity incident.

Through an investigation of an incident involving computer server inoperability, OHM determined that an unauthorized party may have accessed some of OHM’s computer systems from August 15, 2021 to August 16, 2021. Upon learning of the incident, OHM moved quickly to clean the affected servers and implement enhanced monitoring and alerting software. OHM also notified law enforcement of the incident. OHM undertook a comprehensive review of the accessed or potentially acquired information from the computer servers and determined, on August 16, 2022, that the information may have contained the name, Social Security number, financial account number and/or payment card number of 17 New Hampshire residents.

On September 19, 2022, OHM is providing notification to the New Hampshire residents via United States First-Class mail. A sample copy of the notification letter is enclosed. OHM will offer the affected residents with Social Security numbers potentially involved a complimentary one-year subscription to identity monitoring services through Equifax. OHM also will establish a dedicated, toll-free call center that individuals can call to obtain more information regarding the incident.

To help protect against an incident like this from happening in the future, OHM is taking steps to enhance its existing security protocols.

September 19, 2022

Page 2

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

Sincerely,

David B. Sherman
Partner

Enclosure



Return Mail Processing Center
 P.O. Box 6336
 Portland, OR 97228-6336

<<Mail ID>>
 <<Name 1>>
 <<Name 2>>
 <<Address 1>>
 <<Address 2>>
 <<Address 3>>
 <<Address 4>> <<Date>>
 <<Address 5>>
 <<City>><<State>><<Zip>>
 <<Country>>

Dear <<Name 1>>:

Ocean House Management (“OHM”) is the current or former property management company for <<Property>>. OHM is writing to inform you that we identified and addressed a data security incident at OHM that may have involved your information. This notice explains the incident, measures we have taken, and some steps you may want to take in response.

Through our investigation of an incident involving computer server inoperability, OHM determined that an unauthorized party may have accessed some of OHM’s computer systems. The unauthorized access occurred from August 15 to August 16, 2021. Upon learning of this, we moved quickly to clean the affected servers and implement enhanced monitoring and alerting software. We also notified law enforcement of this incident.

We undertook a comprehensive review of the accessed or potentially acquired information from those computer servers and determined that the information may include your name, <<Breached Elements>>. As a precaution, we have secured the services of Equifax to offer you a complimentary one-year membership to Equifax Complete™ Premier which includes credit monitoring and fraud protection. Enrolling in this program will not hurt your credit score. For more information on Equifax Complete™ Premier, including instructions on how to activate your complimentary membership, as well as some additional steps you can take in response to this incident, please see the pages that follow this letter.

We encourage you to remain vigilant for incidents of fraud by monitoring your financial account statements. If you see charges or activity that you did not authorize, please contact your financial institution immediately.

We regret any inconvenience or concern this may cause you. We are committed to improving and maintaining your confidence in us. If you have any questions, please call OHM’s incident response line at 855-927-3154. The incident response line is open Monday through Friday, 9:00 a.m. to 9:00 p.m., Eastern Time.

Sincerely,

Dant Hirsch, President & Managing Director

Equifax Complete™ Premier Enrollment Information

You must be over age 18 with a credit file to take advantage of the product

Key Features

- Annual access to your 3-bureau credit report and VantageScore credit scores.
- Daily access to your Equifax credit report and 1-bureau VantageScore credit score.
- 3-bureau credit monitoring with email notifications of key changes to your credit reports.
- WebScan notifications when your personal information, such as Social Security Number, credit/debit card or bank account numbers are found on fraudulent Internet trading sites.
- Automatic fraud alerts, which encourages potential lenders to take extra steps to verify your identity before extending credit, plus blocked inquiry alerts and Equifax credit report lock.
- Identity Restoration to help restore your identity should you become a victim of identity theft, and a dedicated Identity Restoration Specialist to work on your behalf.
- Up to \$1,000,000 of identity theft insurance coverage for certain out of pocket expenses resulting from identity theft.
- Lost Wallet Assistance if your wallet is lost or stolen, and one-stop assistance in canceling and reissuing credit, debit and personal identification cards.

Activation Instructions

Go to www.equifax.com/activate

Enrollment Deadline: <<Enrollment Deadline>>

Enter your unique Activation Code of <<Activation Code>> then click “Submit” and follow these 4 steps:

1. Register:
Complete the form with your contact information and click “Continue”.
If you already have a myEquifax account, click the ‘Sign in here’ link under the “Let’s get started” header.
Once you have successfully signed in, you will skip to the Checkout Page in Step 4.
2. Create Account:
Enter your email address, create a password, and accept the terms of use.
3. Verify Identity:
To enroll in your product, we will ask you to complete our identity verification process.
4. Checkout:
Upon successful verification of your identity, you will see the Checkout Page.
Click ‘Sign Me Up’ to finish enrolling.
You’re done!
The confirmation page shows your completed enrollment.
Click “View My Product” to access the product features.

ADDITIONAL STEPS YOU CAN TAKE

We remind you 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 over the next 12 to 24 months. 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:

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

Ocean House Management may be contacted at 1 Bluff Avenue, Watch Hill, RI 02891 or by phone at (855) 678-0364.

Rhode Island: This incident involves <<RI Count>> individuals in Rhode Island. 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