



MULLEN  
COUGHLIN<sup>LLC</sup>  
ATTORNEYS AT LAW

RECEIVED

DEC 13 2021

CONSUMER PROTECTION

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426 W. Lancaster Avenue, Suite 200  
Devon, PA 19333

December 8, 2021

**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 Orgill, Inc. (“Orgill”), located at 4100 S Houston Levee Rd, Collierville, TN 38017, and are writing to notify your office of an incident that may affect the security of some personal information relating to approximately thirteen (13) New Hampshire residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Orgill 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 or about November 2, 2021, Orgill discovered that between October 28 and October 31, 2021, there was unauthorized access to a third-party contractor’s laptop. Upon notice of the potential incident, Orgill shut down the potentially impacted systems to prevent further access. After further investigation, Orgill determined that the unauthorized user may have accessed its environment. At the recommendation of counsel, Orgill engaged forensic specialists to determine the scope and nature of the potential incident.

The information that could have been subject to unauthorized access includes name, address, and Social Security Number.

### **Notice to New Hampshire Residents**

On or about December 8, 2021 Orgill provided written notice of this incident to affected individuals, which includes approximately thirteen (13) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

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

Upon discovering the event, Orgill moved quickly to investigate and respond to the incident, assess the security of Orgill systems, and notify potentially affected individuals. Orgill is also working to implement additional safeguards and training to its employees. Orgill is providing access to credit monitoring services for twelve (12) months, through Experian, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Orgill 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. Orgill 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) 930-4554.

Very truly yours,



Matthew V. Toldero of  
MULLEN COUGHLIN LLC

MVT/crm  
Enclosure

# **EXHIBIT A**



Help Our Customers Be Successful

Return Mail Processing  
PO Box 589  
Claysburg, PA 16625-0589

December 8, 2021



H1580-L01-0000001 T00001 P001 \*\*\*\*\*SCH 5-DIGIT 12345

SAMPLE A SAMPLE - L01 PERSONAL

APT ABC

123 ANY STREET

ANYTOWN, ST 12345-6789



Dear Sample A. Sample:

Orgill, Inc. (“Orgill”) writes to inform you of a recent event that may affect the privacy of some of your personal information. This notice provides information about the incident, our response, and resources available to you to help protect your information from possible misuse, should you feel it necessary to do so.

**What Happened?** On November 2, 2021, we became aware of suspicious activity impacting certain Orgill systems. We quickly launched an investigation, with industry-leading specialists, to determine the nature and scope of this incident. Our investigation determined that between October 28, 2021 and October 31, 2021, some of Orgill’s systems may have been accessed. On November 9, 2021, it was determined that certain files and folders were removed. We completed a thorough review and determined sensitive information may have been present in the impacted files.

**What Information is Involved?** The investigation determined that a subset of employee information may have been affected. The following types of your personal information may have been present in the impacted files: name, address, and Social Security number.

**What Are We Doing?** We take the security of information entrusted to us very seriously and apologize for any inconvenience this incident may have caused. As part of our ongoing commitment to the security of information in our care, Orgill is working to review our existing policies and procedures relating to cyber security. Further, we are working with third party specialists to evaluate additional measures and safeguards to protect against this type of incident in the future. We are also notifying state regulators, where required.

In an abundance of caution, we are notifying affected individuals, including you, so that you may take further steps to help protect your personal information, should you feel it is appropriate to do so. We have arranged to have Experian provide identity monitoring services for [Extra2] months at no cost to you as an added precaution.

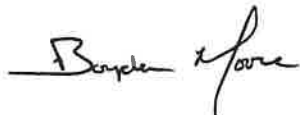
**What You Can Do.** As a best practice, we encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and credit reports for suspicious activity. You may also review the information contained in the attached *Steps You Can Take to Protect Personal Information*.

You may also activate the identity monitoring services we are making available to you. Orgill will cover the cost of this service. Because the activation process does not allow us to activate on your behalf, you will need to activate yourself by following the instructions outlined in this letter. For enrollment instructions, please review the information contained in the attached *Steps You Can Take to Protect Personal Information*.



***For More Information.*** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at (844) 955-2743, Monday through Friday from 9 a.m. to 11 p.m. Eastern, and Saturday and Sunday from 11 a.m. to 8 p.m. Eastern (excluding U.S. holidays).

Sincerely,

A handwritten signature in black ink, appearing to read "Boyden Moore". The signature is written in a cursive style with a horizontal line underneath the first part of the name.

Boyden Moore  
President/CEO  
Orgill, Inc.

## Steps You Can Take to Protect Personal Information

What we are doing to protect your information:

To help protect your identity, we are offering a complimentary [Extra2]-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: February 28, 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: **ABCDEFGHI**

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 (844) 955-2743 by February 28, 2022. Be prepared to provide engagement number ENGAGE# as proof of eligibility for the identity restoration services by Experian.

### **Additional details regarding your [Extra2]-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<sup>TM</sup>: 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<sup>\*\*</sup>: 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 (844) 955-2743. 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 [Extra2] 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.

\* 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.

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## **Monitor Accounts**

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. 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 contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security 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 security 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 security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

### **Experian**

**PO Box 9554**

**Allen, TX 75013**

**1-888-397-3742**

**[www.experian.com/freeze/center.html](http://www.experian.com/freeze/center.html)**

### **TransUnion**

**P.O. Box 160**

**Woodlyn, PA 19094**

**1-888-909-8872**

**[www.transunion.com/credit-freeze](http://www.transunion.com/credit-freeze)**

### **Equifax**

**PO Box 105788**

**Atlanta, GA 30348-5788**

**1-800-685-1111**

**[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)**

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior 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, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your 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 agencies listed below:

### **Experian**

**P.O. Box 9554**

**Allen, TX 75013**

**1-888-397-3742**

**[www.experian.com/fraud/center.html](http://www.experian.com/fraud/center.html)**

### **TransUnion**

**P.O. Box 2000**

**Chester, PA 19016**

**1-800-680-7289**

**[www.transunion.com/fraud-victim-resource/place-fraud-alert](http://www.transunion.com/fraud-victim-resource/place-fraud-alert)**

### **Equifax**

**P.O. Box 105069**

**Atlanta, GA 30348**

**1-888-766-0008**

**[www.equifax.com/personal/credit-report-services](http://www.equifax.com/personal/credit-report-services)**

## **Additional Information**

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can 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.

*For Maryland residents*, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, 1-410-528-8662, [www.oag.state.md.us](http://www.oag.state.md.us). You may write to TWS at: 20 E. 92nd Street, New York, NY 10128.

*For 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 violators. 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. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://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.

*For North Carolina residents*, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6000, [www.ncdoj.gov](http://www.ncdoj.gov). You can obtain information from the Attorney General or the Federal Trade Commission about preventing identity theft.

*For Rhode Island Residents*, the Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903; [www.riag.ri.gov](http://www.riag.ri.gov), 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 0 Rhode Island residents impacted by this incident.

*For 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/>.

*Oregon residents*, Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/); 877-877-9392.

*Kentucky residents*, Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov); 1-502-696-5300.

*For District of Columbia residents*, the Office of the District of Columbia Attorney General can be contacted at 400 6th Street, NW, Washington, DC 20001; Phone (202) 727-3400; Fax: (202) 347-8922; TTY: (202) 727-3400; Email: [oag@dc.gov](mailto:oag@dc.gov); or you may visit the website of the Office of the District of Columbia Attorney General at <https://oag.dc.gov/>.

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