

April 3, 2023

RECEIVED

APR 06 2023

VIA U.S. MAIL

CONSUMER PROTECTION

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

Re: PGT Innovations – Incident Notification

Dear Sir or Madam:

McDonald Hopkins PLC represents PGT Innovations (“PGTI”). I am writing to provide notification of an incident at PGTI that may affect the security of personal information of 2 New Hampshire residents. PGTI’s investigation is ongoing, and this notification will be supplemented with any new or significant facts or findings subsequent to this submission, if any. By providing this notice, PGTI does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

PGTI detected unauthorized access to its network on November 5, 2022 as a result of a cybersecurity incident that resulted in the potential exposure of some of the data it maintains. Upon learning of this issue, PGTI contained the threat by disabling all unauthorized access to its network, restored all data, and immediately commenced a prompt and thorough investigation. PGTI also notified law enforcement. Following a forensics investigation and internal document review of the impacted files, PGTI discovered on March 3, 2023 that certain files that contain personal information were potentially removed from its network by the unauthorized party between October 13, 2022 through November 29, 2022. The personal information included names and Social Security numbers.

PGTI has no indication that any information has been misused. Nevertheless, out of an abundance of caution, PGTI is providing notice to the affected residents commencing on April 3, 2023 in substantially the same form as the document attached hereto. PGTI is also offering complimentary credit monitoring to the impacted residents. Additionally, PGTI will advise the affected residents to always remain vigilant in reviewing financial account statements for fraudulent or irregular activity on a regular basis. PGTI will further advise the affected residents about the process for placing a fraud alert and/or security freeze on their credit files and obtaining free credit reports. The affected residents are also being provided with the contact information for the consumer reporting agencies and the Federal Trade Commission.

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If you have any additional questions, please contact me at

Very truly yours,

Blair L. Dawson, FIP, CIPP/US, CIPP/E, CIPM

Encl.



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

Dear [REDACTED]

The privacy and security of the personal information we maintain is of the utmost importance to PGT Innovations ("PGTI"). We are writing with important information regarding a security incident that may have involved your personal information. We want to provide you with information about the incident, explain the services we are making available to you, and let you know that we continue to take significant measures to protect your information.

What Happened?

PGTI detected unauthorized access to our network on November 5, 2022 as a result of a cybersecurity incident that resulted in the potential exposure of some of the data we maintain.

What We Are Doing.

Upon learning of this issue, we contained the threat by disabling all unauthorized access to our network, restored all data, and immediately commenced a prompt and thorough investigation. We also notified law enforcement. As part of our investigation, we have been working very closely with external cybersecurity professionals experienced in handling these types of incidents. Following a forensics investigation and internal document review of the impacted files, we discovered on March 3, 2023 that certain files that contain your personal information were potentially removed from our network by the unauthorized party between October 13, 2022 through November 29, 2022.

What Information Was Involved?

The impacted files contained some of your personal information. This included your name along with your [REDACTED]

What You Can Do.

We have no evidence that any of your information has been misused. Nevertheless, out of an abundance of caution, we want to make you aware of the incident. To help protect your information, we have offered all current employees complimentary credit monitoring for one year through Allstate ID Protection. This product helps detect possible misuse of your personal information and provides you with identity protection services. If you have any questions regarding how to enroll or if you would like additional information about this product, please email [REDACTED].

This letter also provides other precautionary measures you can take to protect your personal information, including placing a fraud alert and/or security freeze on your credit files and obtaining a free credit report. Additionally, you should always remain vigilant in reviewing your financial account statements and credit reports for fraudulent or irregular activity on a regular basis.

For More Information

Please accept our apologies that this incident occurred. We are committed to maintaining the privacy of personal information in our possession and have taken many precautions to safeguard it. We continually evaluate and modify our practices and internal controls to enhance the security and privacy of your personal information, including updating passwords and enhancing email access protocols.

If you have any further questions regarding this case call our dedicated and confidential toll-free response line that we have set up to respond to questions at [REDACTED] This response line is staffed with professionals familiar with this incident and knowledgeable on what you can do to protect against misuse of your information. The response line is available Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time.

Sincerely,

PGT Innovations

OTHER IMPORTANT INFORMATION

1. Enrolling in Complimentary 12-Month Credit Monitoring

To help protect your information, we have offered all current employees complimentary credit monitoring for one year through Allstate ID Protection. This product helps detect possible misuse of your personal information and provides you with identity protection services. If you have any questions regarding how to enroll or if you would like additional information about this product, please email [REDACTED]

2. Placing a Fraud Alert on Your Credit File

Whether or not you choose to use the complimentary 12-month credit monitoring services, we recommend that you place an initial one-year "fraud alert" on your credit files, at no charge. A fraud alert tells creditors to contact you personally before they open any new accounts. To place a fraud alert, call any one of the three major credit bureaus at the numbers listed below. As soon as one credit bureau confirms your fraud alert, they will notify the others.

Equifax

P.O. Box 105069
Atlanta, GA 30348-5069
<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>
(800) 525-6285

Experian

P.O. Box 9554
Allen, TX 75013
<https://www.experian.com/fraud/center.html>
(888) 397-3742

TransUnion

Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19016-2000
<https://www.transunion.com/fraud-alerts>
(800) 680-7289

3. Placing a Security Freeze on Your Credit File

If you are very concerned about becoming a victim of fraud or identity theft, you may request a "security freeze" be placed on your credit file, at no charge. A security freeze prohibits, with certain specific exceptions, the consumer reporting agencies from releasing your credit report or any information from it without your express authorization. You may place a security freeze on your credit report by contacting all three nationwide credit reporting companies at the numbers below and following the stated directions or by sending a request in writing, by mail, to all three credit reporting companies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
<https://www.equifax.com/personal/credit-report-services/credit-freeze/>
(800) 349-9960
(888) 298-0045

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
<http://experian.com/freeze>
(888) 397-3742

TransUnion Security Freeze

P.O. Box 160
Woodlyn, PA 19094
<https://www.transunion.com/credit-freeze>
(888) 909-8872

In order to place the security freeze, 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 reporting company will send you a confirmation letter containing 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.

If you do place a security freeze *prior* to enrolling in the credit monitoring service as described above, you will need to remove the freeze in order to sign up for the credit monitoring service. After you sign up for the credit monitoring service, you may refreeze your credit file.

4. Obtaining a Free Credit Report

Under federal law, you are entitled to one free credit report every 12 months from each of the above three major nationwide credit reporting companies. Call 1-877-322-8228 or request your free credit reports online at www.annualcreditreport.com. Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

5. Additional Helpful Resources

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Checking your credit report periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Be sure to obtain a copy of the police report, as many creditors will want the information it contains to absolve you of the fraudulent debts. You may also file a complaint with the FTC by contacting them on the web at www.ftc.gov/idtheft, by phone at 1-877-IDTHEFT (1-877-438-4338), or by mail at Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcement for their investigations. In addition, you may obtain information from the FTC about fraud alerts and security freezes.

If your personal information has been used to file a false tax return, to open an account or to attempt to open an account in your name, or to commit fraud or other crimes against you, you may file a police report in the city in which you currently reside.

North Carolina Residents: You may obtain information about preventing identity theft from the North Carolina Attorney General's Office: Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, www.ncdoj.gov/, Telephone: 877-566-7226 (Toll-free within North Carolina), 919-716-6000.