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# DuaneMorris®

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ALLIANCES IN MEXICO  
AND SRI LANKA

September 28, 2018

## VIA U.S. MAIL

Office of the Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**Re: Data Security Incident**

Dear Sir or Madam:

This firm is counsel to Power Home Remodeling ("PHR"). I am writing to provide information of a data security incident.

On September 10, 2018, two customers reported that unauthorized accounts had been opened in their name. PHR immediately conducted an internal investigation, which is now complete. The investigation determined that, in violation of company policy and the law, an employee misappropriated the customer's information, which may have resulted in the referenced accounts.

PHR promptly terminated the employee's access to its buildings and computers and fired the employee. Neither of the customers who made the report to PHR are New Hampshire residents. While PHR has not received reports of unauthorized accounts from other New Hampshire residents, in an abundance of caution, PHR is providing notification of this incident to the 2 New Hampshire residents serviced by this employee. PHR is also providing each person notified with 2 years of credit monitoring through Experian.

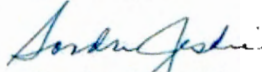
Enclosed for your reference is a sample copy of breach notification that is being mailed to the 2 New Hampshire residents.

Office of the Attorney General  
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Duane Morris

Please feel free to contact me directly should the need arise.

Sincerely,



Sandra A. Jeskie

SAJ/sfm/ DM29277403.1  
Attachment



September 27, 2018

Dear [INSERT],

First, I would like to express our appreciation for your business with Power Home Remodeling. It is our goal to be transparent about issues as they arise. In that vein, I am writing to advise you of an unfortunate situation that may involve your personal information.

### **What Happened**

On September 10, 2018, two customers reported that unauthorized accounts had been opened in their name. We immediately conducted an internal investigation, which is now complete. The investigation determined that, in violation of our company policy and the law, an employee misappropriated the customer's information, which may have resulted in the referenced accounts. We promptly terminated the employee's access to Power Home Remodeling buildings and computers and fired the employee.

### **What Information Was Involved**

Although we have no information that your personal information was acquired or misused by the employee, we are notifying you in an abundance of caution in the event your personal information may have been compromised. The personal information in our records included your name, address, date of birth, social security number, employer, income and driver's license. We felt it was important to advise you of these facts and the steps you may wish to take to help protect yourself (listed below).

### **What We Are Doing**

As mentioned above, we took immediate action and terminated the employee and their access to Power Home Remodeling computers and customer information.

To help protect your identity, we are offering a complimentary two-year 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: December 31, 2018** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:  
<https://www.experianidworks.com/3bplus>
- Provide your **activation code: [code]**

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 1-877-890-9332 by **December 31, 2018**. Be prepared to provide engagement number **DB08750** as proof of eligibility for the identity restoration services by Experian.

### **What You Can Do**

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, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **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.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

In the event you choose not to take advantage of Experian's® IdentityWorks<sup>SM</sup>, you may wish to help protect yourself by undertaking the following activities:

1. Federal law entitles you to annual receipt of one free comprehensive disclosure of all of the information in the credit files maintained by each of the three national credit bureaus. You may request your free credit report once every 12 months by calling (877) FACTACT, or through the internet at <http://www.AnnualCreditReport.com>. If there is inaccurate information in your credit bureau reports, promptly notify the credit bureau to have the data corrected. Please note that AnnualCreditReport.com is the **ONLY** authorized source for the free annual credit report.
2. Carefully monitor your credit statements during the next 12-24 months to make certain there have been no unauthorized transactions or unauthorized new accounts opened in your name. If there is unauthorized activity on any account or if an unauthorized account has been opened in your name, contact the company issuing the account immediately.
3. Contact any one of the three major credit bureaus to request that an initial free 90-day fraud alert be added to your file. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review. By requesting a 90-day fraud alert, anyone seeking credit in your name must verify their identity. Contact information for each of the three credit bureaus is below:

**Equifax Credit Information Services**  
Fraud Victim Assistance Department  
Consumer Fraud Division  
P.O. Box 740256

**Experian**  
National Consumer Assistance  
P.O. Box 9554  
Allen, TX 75013  
Phone: 888-397-3742  
<http://www.experian.com>

**TransUnion**  
Fraud Victim Assistance Department  
P.O. Box 2000  
Chester, PA 19016-2000  
Phone: 800-680-7289

Atlanta, GA 30374  
Phone: 800-525-6285  
<http://www.equifax.com>

<http://www.transunion.com>

Should you notice any suspicious, unusual, or unauthorized activity, steps you may wish to take include:

1. Notifying the fraud department of any one of the major credit bureaus listed above and contacting your local police to file a report.
2. Making an identity theft complaint with the Federal Trade Commission by using the FTC's Identity Theft Hotline at: 1-877-ID-THEFT (877-438-4338) or online at <https://www.identitytheft.gov/>. Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations. The general contact information for the Federal Trade Commissions is listed below:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(202) 326-2222  
[www.ftc.gov](http://www.ftc.gov)

3. Closing any accounts that have been tampered with or opened fraudulently.
4. Initiating a security/credit freeze. Information about how to initiate such a freeze and frequently asked questions can be found at <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>.

### **For More Information**

For more information, we recommend that you review the FTC's Identify Theft website at <https://www.identitytheft.gov/>

On behalf of Power Home Remodeling, I regret that this incident occurred, and want to reiterate how much we value you as a customer.

**If you have questions about this incident and its implications, please contact Ryan Beschner at 610.874.5000 x2357.**

Sincerely,

**Adam Kaliner**

*Founder*  
Power Home Remodeling

2501 Seaport Dr. 4<sup>th</sup> Floor Chester, PA 19013