

January 4, 2017

VIA U.S. MAIL

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

STATE OF NH
DEPT OF JUSTICE
2017 JAN -9 PM 12:45

Re: Notification of Data Security Incident

Dear Attorney General Foster:

We represent R&A Design, LLC d/b/a Unison Home (“Unison Home”). We are writing to notify you of a breach of our client’s customer data.

At some point between May 16, 2016 and August 6, 2016, malicious code was placed on Unison Home’s website at www.unisonhome.com (the “Website”). From that time until October 18, 2016, that malicious code was able to access customers’ names, shipping and billing addresses, telephone numbers, credit card information (credit card numbers, security codes, and expiration dates), email addresses, and account passwords (for Unison Home online account holders) when Website users entered that information on the Website. The incident affected approximately 3 New Hampshire residents.

After becoming aware of the incident, Unison Home immediately took steps to remove the malicious code and undertook a full forensic investigation of the incident. That investigation has now been concluded, and Unison Home is confident that the malicious code has been removed from the Website. On December 28, 2016, Unison Home notified the affected customers. Customers whose credit card information was potentially accessed were notified via the attached letter. For those customers, although there is no evidence confirming that their relevant personal information has actually been misused, Unison Home has arranged to provide twelve months of credit monitoring services and identity theft insurance through Experian at no cost. Unison Home online account holders whose email addresses and passwords were potentially accessed received similar notice via email with the recommendation that they change their passwords.

Unison regrets the incident and is committed to protecting the security of its customers’ personal information. If you have any questions or concerns with regard to this notification, please feel free to contact me.

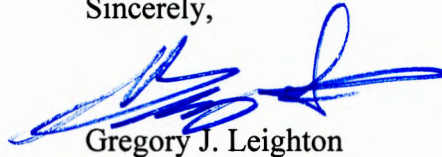
NEAL, GERBER & EISENBERG LLP

Attorney General Joseph Foster

January 4, 2017

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Sincerely,

A handwritten signature in blue ink, appearing to read "G. Leighton", with a long horizontal flourish extending to the right.

Gregory J. Leighton

GJL:asf



2000 WEST FULTON STREET
STUDIO F-109 CHICAGO, IL 60612
T 312 492 7960 F 312 492 7961
unisonhome.com

December 28, 2016

«AddressBlock»

Dear «CUSTOMER_FIRST» «CUSTOMER_LAST»,

As a valued Unison Home customer, we take the security of your personal information seriously. We are writing to notify you of a security breach that may have resulted in the unauthorized acquisition of some of your personal information by a third party. At some point between May 16, 2016 and August 6, 2016, malicious code was placed on Unison Home's website at www.unisonhome.com (the "Website"). From that time until October 18, 2016, that malicious code was able to access customers' names, shipping and billing addresses, telephone numbers, credit card information (credit card numbers, security codes, and expiration dates), email addresses, and account passwords (for Unison Home online account holders) when Website users entered that information on the Website. Although we have no evidence confirming that your relevant personal information has actually been misused, we deeply regret that this has happened.

When we became aware of the breach, we immediately took steps to remove the malicious code. We subsequently undertook a full forensic investigation, which has now been concluded. We are confident that the malicious code has been removed from the Website. We are providing this notice promptly and without delay due to investigation by law enforcement.

If you have a user account registered on our Website, we encourage you to change your password on your Unison Home account. If you also use your Unison Home account login information (email address and password) as the username or password for any sensitive accounts, such as social media, email or financial accounts, we further encourage you to change your passwords for those accounts.

We encourage you to remain vigilant by closely monitoring your personal accounts and credit reports. To assist you in this regard, we are providing you with a year of credit monitoring services and identity theft insurance through Experian at no cost.

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that fraud resolution support is needed then an Experian Fraud Resolution agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (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 offer is available to you for one year 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 available online at www.experian.com/fraudresolution. You will also find self-help tips and information about identity protection at this site.

While Fraud Resolution assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through ProtectMyID® Alert as a complimentary one-year membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

Ensure that you **enroll by: December 26, 2017** (Your code will not work after this date.)

Visit the ProtectMyID website to enroll: www.protectmyid.com/alert

Provide your **activation code: «CODE»**

If you have questions about the incident, need assistance with fraud resolution that arose as a result of this incident or would like an alternative to enrolling in ProtectMyID online, please contact Experian's customer care team at 877-297-7780 by December 26, 2017. Be prepared to provide engagement number **PC105608** as proof of eligibility for the fraud resolution services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is **not** required for enrollment in ProtectMyID.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in ProtectMyID:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors Experian file for indicators of fraud.
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

- **\$1 Million Identity Theft Insurance***: Provides coverage for certain costs and unauthorized electronic fund transfers.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to www.experian.com/fraudresolution for this information.

If you are a victim of identity theft, you also have the right to file a police report and to obtain a copy of it. We advise you to report suspected identity theft to law enforcement, including the Federal Trade Commission:

<https://www.identitytheft.gov/>
<https://www.ftccomplaintassistant.gov/#&panel1-1>

1-877-438-4338

600 Pennsylvania Avenue, NW
Washington, DC 20580

You also may contact the credit reporting agencies below to place a fraud alert on your credit file. State laws also allow you to place a security freeze on your credit report. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, the credit reporting agency cannot charge you to place, lift or remove a security freeze. In all other cases, each credit reporting agency may charge you up to \$15.00 to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must contact each of the three major consumer reporting agencies either by mail, via phone or through their online reporting tools:

Equifax

<https://www.freeze.equifax.com>

1-800-685-1111 (NY residents please call 1-800-349-9960)

Equifax Security Freeze
P.O. Box 105788

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Atlanta, Georgia 30348

Experian

<https://www.experian.com/freeze/center.html>

1-888-EXPERIAN (1-888-397-3742)
Experian Security Freeze
P.O. Box 9554
Allen, Texas 75013

TransUnion

<https://www.transunion.com/credit-freeze/place-credit-freeze>

1-888-909-8872

TransUnion LLC
P.O. Box 2000
Chester, PA 19016

When requesting a security freeze, you will be required to provide some or all of 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;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both, that can be used by you to authorize the removal or lifting of the security freeze.

To remove the security freeze, you must contact the credit reporting agencies by mail, via phone or through their online tools and include proper identification (name, address, and social

security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Unison Home regrets any inconvenience and will continue to take all appropriate measures to ensure the security its customers' personal information. If you have any further questions regarding this incident, please contact Experian at 877-297-7780.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Segal". The signature is written in a cursive style with a large, prominent "R" and "S".

Robert Segal
Co-Founder/CEO