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June 24, 2021

VIA EMAIL (ATTORNEYGENERAL@DOJ.NH.GOV)

Attorney General Gordon MacDonald
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General MacDonald:

We are writing on behalf of our client, R.C. Goodwyn & Sons, Inc. (“Goodwyn”), to notify you of a data security incident involving one New Hampshire resident. Goodwyn is a building material store headquartered in Powhatan, Virginia.

Goodwyn recently concluded an investigation into suspicious activity originating from one employee’s email account. Upon discovering this activity, Goodwyn promptly secured the email account, commenced an investigation with the assistance of a forensic firm, and took measures to address the incident. The investigation determined that an unauthorized individual accessed a single employee email account on April 11, 2021 and April 19, 2021. The investigation was unable to determine which emails or attachments the unauthorized actor may have viewed or accessed. Goodwyn therefore search for and reviewed the emails and attachments that could have been accessed in the account and determined, on May 28, 2021, that an email or attachment contained the name and Social Security number of one New Hampshire resident.

Beginning June 24, 2021, Goodwyn will mail a notification letter to the New Hampshire resident in accordance with N.H. Rev. Stat. Ann. § 359-C:20.¹ Goodwyn is offering the New Hampshire resident one-year of complimentary credit and identity monitoring services through Kroll. A copy of the notification letter is enclosed. To help prevent a similar incident from occurring in the future, Goodwyn implemented additional safeguards and technical security measures to further protect personal information.

¹ This report is not, and does not constitute, a waiver of Goodwyn’s objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this data security incident.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Patrick Haggerty". The signature is fluid and cursive, with the first name "Patrick" written in a larger, more prominent script than the last name "Haggerty".

Patrick H. Haggerty
Partner

Enclosure



Lumber • Millwork • Hardware
Plumbing • Electrical
"Since 1932"

<<Date>> (Format: Month Day, Year)

<<first_name>> <<last_name>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>>:

R.C. Goodwyn & Sons, Inc. is committed to protecting the information that we maintain. We are writing to inform you about an incident that may have involved some of your information. This notice explains the incident, measures we have taken, and some steps you may consider taking in response.

We recently concluded an investigation into suspicious activity originating from one employee's email account. Upon discovering this activity, we promptly secured the email account, commenced an investigation with the assistance of a forensic firm, and took measures to address the incident. The investigation determined that an unauthorized individual accessed a single employee email account on April 11, 2021 and April 19, 2021. However, the investigation was unable to determine which emails or attachments the unauthorized actor may have viewed or accessed. We reviewed the emails and attachments that could have been accessed in the account and determined, on May 28, 2021, that an email or attachment contained your <<b2b_text_1(DataElements)>>.

Although, to date, we have no evidence that your information has been misused, we assure you that we take this incident very seriously and encourage you to remain vigilant by reviewing your account statements and credit reports for any unauthorized activity. If you see charges or activity you did not authorize, we suggest that you contact your financial institution immediately. As a precaution, we are offering you a complimentary one-year membership of Kroll's identity monitoring services. This product includes Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

*You have until **September 23, 2021** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

For more information on identity monitoring services, including some additional steps you can take to help protect yourself, please see the additional information provided with this letter.

We sincerely regret any inconvenience caused by this incident. To help prevent something like this from happening in the future, we have implemented additional safeguards to further protect personal information. If you have any questions, please call 1-???-???-???? from Monday through Friday between the hours of 8:00 am and 5:30 pm Central Time, excluding major US holidays.

Sincerely,

Archie H. Goodwyn Jr.
President



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

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. 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.ftc.gov/idtheft

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.

Additional information for residents of the following states:

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov