

April 20, 2017

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**Attorney General Joseph A. Foster**  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03302

Re: Data Security Incident

Dear Attorney General Foster:

We represent REI Holding Co. ("REI"), an elevator manufacturer and installation company located in Tallahassee, Florida with respect to a recent data security incident described in more detail below. REI takes the security and privacy of the information in its control very seriously, and is taking steps to prevent a similar incident from occurring in the future.

**1. Nature of the security incident.**

On March 6, 2017, REI discovered that the HR manager's business laptop had been stolen. REI immediately took action and conducted an investigation to determine what information may have been stored on the laptop. REI determined that the laptop may have contained the names, addresses, dates of birth, 401K account information, Social Security numbers, and tax information of current and former employees, employee family members, and applicants. Law enforcement was notified and REI is cooperating with their investigation.

**2. Number of New Hampshire residents affected.**

A total number of one (1) resident of New Hampshire was affected by this security incident. A notification letter was mailed to the individual on April 20, 2017 via first class mail. A sample copy of the notification letter is included with this letter.

**3. Steps taken relating to the incident.**

REI is taking steps to prevent a similar event from occurring in the future, and to protect the privacy and security of the information in its control. These steps include the full encryption of remote laptops and the prohibition of personal information on remote laptops. REI is also offering potentially impacted individuals credit monitoring and identity theft protection services for one year, at no cost to the individual, through Kroll.

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

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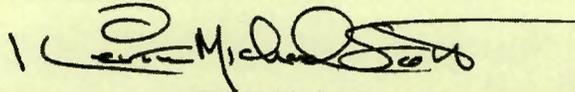
**4. Contact information.**

REI remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at (312) 821-6131 or [Kevin.Scott@wilsonelser.com](mailto:Kevin.Scott@wilsonelser.com).

Please let us know if you have any questions.

Very truly yours,

**Wilson Elser Moskowitz Edelman & Dicker LLP**



Kevin M. Scott

Enclosure



STATE OF NH  
DEPT OF JUSTICE  
2017 APR 24 AM 11:40

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Date>> (Format: Month Day, Year)  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<ZipCode>>

Dear <<MemberFirstName>> <<MemberLastName>>,

We are writing to inform you of a recent data security incident at Residential Elevators, LLC that may have resulted in the disclosure of your name and Social Security number. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect yourself, and resources we are making available to assist you.

**What happened and what information was involved:**

On March 6, 2017, we discovered that the HR manager's business laptop had been stolen. We immediately took action and conducted an investigation to determine what information may have been stored on the laptop. We determined that the laptop may have contained your name, address, date of birth, 401K account information, Social Security number, and/or tax information. Law enforcement was notified and we are cooperating with their investigation.

**What we are doing and what you can do:**

Although we are unaware of the misuse of your personal information, out of an abundance of caution, we have secured the services of Kroll to provide identity monitoring, at no cost to you, for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit [krollbreach.idMonitoringService.com](http://krollbreach.idMonitoringService.com) to activate and take advantage of your identity monitoring services.

*You have until July 21, 2017 to activate your identity monitoring services.*

Membership Number: <<Member ID>>

To receive credit services by mail instead of online, please call 1-844-263-8605. Additional information describing your services is included with this letter.

We want to assure you that we are taking steps to prevent a similar event from occurring in the future, and to protect the privacy and security of your information. These steps include the full encryption of remote laptops and the prohibition of personal information on remote laptops.

**For more information:**

Please know that the protection and security of your personal information is our highest priority, and we sincerely regret any inconvenience or concern this matter may cause you. If you have any questions or concerns, please call 1-866-775-4209, Monday through Friday, 9:00 a.m. to 6:00 p.m. Eastern.

Sincerely,

Bobby H. (Chip) Boeneke  
Vice President / Chief Information Officer

## Additional Important Information

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### For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina:

It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

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### For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the nationwide three credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (you can find the form at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

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### For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

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### For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

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### For residents of Maryland, Rhode Island, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

#### Maryland Office of the Attorney General

Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023  
[www.oag.state.md.us](http://www.oag.state.md.us)

#### Rhode Island Office of the Attorney General

Consumer Protection  
150 South Main Street  
Providence, RI 02903  
1-401-274-4400  
[www.riag.ri.gov](http://www.riag.ri.gov)

#### North Carolina Office of the Attorney General

Consumer Protection Division  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.gov](http://www.ncdoj.gov)

#### Federal Trade Commission Consumer Response Center

600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/bcp/edu/  
microsites/idtheft](http://www.ftc.gov/bcp/edu/microsites/idtheft)

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### For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

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### For residents of all states:

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a small fee to place, lift, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

#### Equifax Security Freeze

P.O. Box 105788  
Atlanta, GA 30348  
[www.equifax.com](http://www.equifax.com)

#### Experian Security Freeze

P.O. Box 9554  
Allen, TX 75013  
<http://www.experian.com/freeze>

#### TransUnion (FVAD)

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)

More information can also be obtained by contacting the Federal Trade Commission listed above.



## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You've been provided with access to the following services<sup>1</sup> from Kroll:

### **Credit Monitoring through TransUnion**

You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who can help you determine if it's an indicator of identity theft.

### **Web Watcher**

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

### **Public Persona**

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you'll receive an alert.

### **Quick Cash Scan**

Quick Cash Scan monitors short-term and cash-advance loan sources. You'll receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

### **\$1 Million Identity Fraud Loss Reimbursement**

Reimburses you for out-of-pocket expenses totaling up to \$1 million in legal costs for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

### **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 will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.

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<sup>1</sup> Kroll's activation website is only compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox, and Safari. To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.