

December 16, 2020

VIA U.S. MAIL

New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

To Whom It May Concern:

On behalf of Rem Optical Company, Inc. d/b/a De Rigo Rem (“De Rigo Rem”), and pursuant to N.H. Rev. Stat. Ann § 359-C:20(b), this letter provides notice of a computer data security incident.

On June 17, 2020, De Rigo Rem experienced a data security incident involving ransomware. As a result of the ransomware, some of De Rigo Rem’s servers had been encrypted and rendered inaccessible. In response, De Rigo Rem immediately undertook an investigation of the incident and took steps to secure and restore the affected servers. The affected servers were restored by June 25, 2020. Although as part of the investigation we were not able to determine whether any information had been accessed or taken, we could not rule out that possibility and, out of an abundance of caution, we engaged a third-party vendor to conduct a detailed analysis of the affected servers to determine if they contained personal information. That analysis ultimately identified that personal information was on those servers, although we do not have evidence that the information was accessed or taken.

The incident involved the following personal information categories relating to individuals residing in New Hampshire: names and social security numbers.

Based on our review, the number of potentially impacted individuals in New Hampshire is two.

We have secured and restored the affected servers. In addition, we have taken steps to strengthen our systems and will continue to do so as part of our regular data security program.

De Rigo Rem began the process of notifying potentially affected individuals via letter on December 15, 2020. A sample of the letter is enclosed. As stated in the attached sample notice, De Rigo Rem is offering to provide individuals with two years of free credit monitoring services and identity theft protection services.

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CONSUMER PROTECTION

De Rigo Rem takes this incident seriously and is committed to answering any questions that your office may have about it. Please do not hesitate to contact me at Doug.Moore@derigo.us or 818-827-0120.

Sincerely,

Doug Moore
Director of Human Services
Rem Optical Company, Inc. d/b/a De Rigo Rem



<< Full Name >>

<< Address 1 >>

<< Address 2 >>

<< City >> << State >> << Zip >>

<< Country >>

December 15, 2020

NOTICE OF DATA BREACH

Dear << Full Name >>:

We are writing to inform you of an incident involving information that Rem Optical Company, Inc. d/b/a De Rigo Rem (“De Rigo Rem”) holds.

What Happened?

On June 17, 2020, De Rigo Rem experienced a data security incident involving ransomware. As a result of the ransomware, some of De Rigo Rem’s servers had been encrypted and rendered inaccessible. In response, De Rigo Rem immediately undertook an investigation of the incident and took steps to secure and restore the affected servers. The affected servers were restored by June 25, 2020. As part of the investigation we were not able to determine whether any information had been accessed or taken and so, out of an abundance of caution, we engaged a third-party vendor to conduct a detailed analysis of the affected servers to determine if they contained personal information. That analysis ultimately identified that your personal information was on those servers, although we do not have evidence that your information was accessed or taken.

What Information Was Involved?

The incident may have involved your << Extra 1 >>.

What We Are Doing.

We have secured and restored the affected servers. In addition, we have taken steps to strengthen our systems and will continue to do so regularly as part of our information security program. We have also arranged for you to receive a complimentary two-year membership of Experian’s® IdentityWorksSM, which helps detect misuse of your personal information and provides you with identity protection focused on identification and resolution of identity theft.

To activate your membership and start monitoring your personal information, please follow these steps:

- Ensure that you **enroll by**: [enrollment end date] (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [URL]
- 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 [customer service number] by [enrollment end date]. Be prepared to provide engagement number [engagement #] as proof of eligibility for the identity restoration services by Experian.

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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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.
- **Identity Theft Insurance†:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [*customer service number*]. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (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 Identity Restoration support is available to you for two years 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 located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

What You Can Do.

Please find enclosed additional steps that you can take to protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

For More Information

De Rigo Rem sincerely regrets any inconvenience this unfortunate incident has caused. If you have any questions, you can contact us at privacy@derigo.us or 818-827-5920.

Sincerely,

Doug Moore
Director of Human Services
Rem Optical Company, Inc. d/b/a De Rigo Rem

* Offline members will be eligible to call for additional reports quarterly after enrolling.

† The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Additional Resources

Below are additional helpful tips you may want to consider to protect your personal information.

Review Your Credit Reports and Account Statements and Notify Law Enforcement of Suspicious Activity

As a precautionary measure, we recommend that you remain vigilant by reviewing your credit reports and account statements, closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities. 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 law enforcement, the Federal Trade Commission (“FTC”) and/or the Attorney General’s office in your home state. You can also contact these agencies for information on how to prevent or avoid identity theft. You can contact the FTC at:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.ftc.gov/IDTHEFT
1-877-IDTHEFT (438-4338)

Copy of Credit Report

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <https://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to the Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print this form at <https://www.annualcreditreport.com/manualRequestForm.action>. Credit reporting agency contact details are provided below.

Equifax:

equifax.com
equifax.com/personal/credit-report-services
P.O. Box 740241
Atlanta, GA 30374
866-349-5191

Experian:

experian.com
experian.com/help
P.O. Box 2002
Allen, TX 75013
888-397-3742

TransUnion:

transunion.com
transunion.com/credit-help
P.O. Box 1000
Chester, PA 19016
888-909-8872

When you receive your credit reports, review them carefully. Look for accounts or credit inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is inaccurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

Fraud Alert

You may want to consider placing a fraud alert on your credit file. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any account in your name. If you have already been a victim of identity theft, you may have an extended alert placed on your report if you provide the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above.

Security Freeze

You have the right to place a security freeze on your credit file free of charge. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. As a result, using a security freeze may delay your ability to obtain credit. In order to place a security freeze, you may be

required to provide the consumer reporting agency with information that identifies you including your full name; social security number; date of birth; current and previous addresses; a copy of your state-issued identification card; and a recent utility bill, bank statement or telephone bill.

Federal Fair Credit Reporting Act Rights

The Fair Credit Reporting Act ("FCRA") is federal legislation that regulates how consumer reporting agencies use your information. It promotes the accuracy, fairness, and privacy of consumer information in the files of consumer reporting agencies. As a consumer, you have certain rights under the FCRA, which the FTC has summarized as follows: you must be told if information in your file has been used against you; you have the right to know what is in your file; you have the right to ask for a credit score; you have the right to dispute incomplete or inaccurate information; consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; you may seek damages from violators. Identity theft victims and active duty military personnel have additional rights.

For more information about these rights, you may go to www.ftc.gov/credit or write to: Consumer Response Center, Room 13-A, Federal Trade Commission, 600 Pennsylvania Ave N.W., Washington, D.C. 20580.

Additional Information

You have the right to obtain any police report filed in regard to this incident. Because De Rigo Rem was able to quickly secure and restore the affected systems, the company has not filed a police report at this time. If you are the victim of fraud or identity theft, you also have the right to file a police report.

You may consider starting a file with copies of your credit reports, any police report, any correspondence, and copies of disputed bills. It is also useful to keep a log of your conversations with creditors, law enforcement officials and other relevant parties.

For Maryland residents: You may contact the Office of the Maryland Attorney General, 200 St. Paul Place, Baltimore, MD 21202, <http://www.marylandattorneygeneral.gov/>, 1-888-743-0023.

For North Carolina residents: You may contact the North Carolina Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27699-9001, <http://www.ncdoj.gov/>, 1-877-566-7226.

For Iowa residents: You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

For Oregon residents: You are advised to report any suspected identity theft to law enforcement, including the Federal Trade Commission and the Oregon Attorney General.

For Rhode Island residents: You may contact the Rhode Island Office of the Attorney General 150 South Main Street, Providence, RI 02903, <http://www.riag.ri.gov/>, 401-274-4400.

For Colorado, Georgia, Maine, Maryland, New Jersey, Puerto Rico, and Vermont residents: You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit bureaus directly to obtain such additional report(s).