



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

RECEIVED
DEC 14 2020
CONSUMER PROTECTION

Vincent F. Regan
Office: (267) 930-4842
Fax: (267) 930-4771
Email: vregan@mullen.law

426 W. Lancaster Avenue, Suite 200
Devon, PA 19333

December 4, 2020

VIA U.S. MAIL

Consumer Protection Bureau
Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Data Event

Dear Sir or Madam:

We represent Roetzel & Andress LPA (“Roetzel”) located at 222 South Main Street, Suite 400, Akron, Ohio 44308, and are writing to notify your office of an incident that may affect the security of some personal information relating to one (1) New Hampshire resident. The investigation into this matter is ongoing, and this notice may be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Roetzel does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

On August 17, 2020, Roetzel became aware of unusual activity within an employee’s email account. Following receipt of this information, Roetzel immediately launched an investigation with the assistance of third party forensic specialists into not only that particular email inbox, but the security of its entire email system. Based on current information from that investigation, Roetzel determined that an unauthorized third party may have had access to the one email account of a specific employee on August 17, 2020 only. On or about November 20, 2020, Roetzel’s investigation discovered that as a part of this unauthorized access, an unauthorized third party may have had access to certain emails, including emails that contained or had attachments that contained personal information of specific individuals. Out of an abundance of caution, Roetzel provided notice to all persons whose personal information has been identified as potentially being included in such emails.

The information that could have been subject to unauthorized access includes name, address, and Social Security number.

Notice to New Hampshire Resident

On or about December 4, 2020, Roetzel provided written notice of this incident to all affected individuals, which includes one (1) New Hampshire resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Roetzel engaged a leading cyber security forensics firm to conduct its forensic investigation. Additionally, Roetzel has also taken a number of measures designed to eliminate the unauthorized third party's access to Roetzel's email system, and to monitor for signs of further unauthorized access or activity. Roetzel is also reviewing its existing policies and procedures and will implement additional safeguards, as needed. Furthermore, Roetzel is providing access to credit monitoring services for twelve (12) months, through TransUnion, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Roetzel is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Roetzel is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud. Roetzel is also providing written notice of this incident to other state regulators, as necessary.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4842.

Very truly yours,



Vincent F. Regan of
MULLEN COUGHLIN LLC

VFR/nfw
Enclosure

EXHIBIT A

[Roetzel & Andress LPA Logo/Letterhead]

<<Name 1>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

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

<<Date>>

RE: Notice of Data Breach

Dear [name]:

Roetzel & Andress, LPA (“Roetzel”) is writing to inform you of a recent event that may involve some of your personal information. We at Roetzel take the security of personal information very seriously and deeply regret that this incident occurred. This letter contains information about the incident that occurred, the personal information that may have been impacted, what steps Roetzel is taking to address this incident, and the additional precautions you can take to help protect your information, should you feel it is appropriate to do so.

WHAT HAPPENED. On August 17, 2020, Roetzel became aware of unusual activity within an employee’s email account. Following receipt of this information, Roetzel immediately launched an investigation with the assistance of third party forensic specialists into not only that particular email inbox, but the security of its entire email system. Based on current information from that investigation, we determined that an unauthorized third party may have had access to the one email account of a specific employee on August 17, 2020 only. On or about November 20, 2020, Roetzel’s investigation discovered that as a part of this unauthorized access, an unauthorized third party may have had access to certain emails, including emails that contained or had attachments that contained personal information of specific individuals. Out of an abundance of caution, Roetzel is providing this letter to all persons whose personal information has been identified as potentially being included in such emails.

WHAT INFORMATION WAS INVOLVED. The information involved includes your name [insert data elements]. However, to date, we are unaware of any actual or attempted misuse of this information as a result of this incident and are sending this notice out of an abundance of caution.

WHAT ROETZEL IS DOING. The security of information in our care is among our highest priorities. Roetzel engaged a leading cyber security forensics firm to conduct its forensic investigation. Additionally, Roetzel has also taken a number of measures designed to eliminate the unauthorized third party’s access to Roetzel’s email system, to understand any and all personal information that may have been compromised, and to monitor for signs of further unauthorized access or activity. We are also reviewing our existing policies and procedures and will implement additional safeguards, as needed.

Although we are unaware of any actual or attempted misuse of your personal information as a result of this incident, we are offering you access to complimentary credit monitoring services through TransUnion. In addition, we have provided notice to appropriate regulatory authorities.

WHAT YOU CAN DO. We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and monitor your credit reports for suspicious activity. You may also review the information contained in the attached "Steps You Can Take To Help Protect Your Information."

FOR MORE INFORMATION. Please know that we here at Roetzel regret any inconvenience or concern this situation may cause you. We hope that the information above answers any questions you may have about the incident, the steps we have taken to rectify it, and what you may do to protect yourself. If you have additional questions, please contact cyberinfo@ralaw.com. You may also write to us at 222 South Main Street, Suite 400, Akron, Ohio 44308, Attn: General Counsel.

Sincerely,

Roetzel & Andress, LPA

Steps You Can Take to Help Protect Your Information

Enroll in Credit Monitoring

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for one year provided by TransUnion Interactive, a subsidiary of TransUnion,® one of the three nationwide credit reporting companies.

HOW TO ENROLL: YOU CAN SIGN UP ONLINE OR VIA U.S. MAIL DELIVERY

- To enroll in this service, go to the *myTrueIdentity* website at www.MyTrueIdentity.com and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code **<<Insert Unique 12-letter Activation Code>>** and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode **<<Insert static 6-digit Telephone Pass Code>>** and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and **<<Enrollment Deadline>>**. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud and to review your account statements and credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report. You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian
P.O. Box 9554
Allen, TX 75013

TransUnion
P.O. Box 160
Woodlyn, PA 19094

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788

1-888-397-3742

www.experian.com/freeze/center.html

1-888-909-8872

www.transunion.com/credit-freeze

1-800-685-1111

www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide 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, 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, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended "fraud alert" on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert display on a consumer's credit file, a business is required to take steps to verify the consumer's identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742

www.experian.com/fraud/center.html

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-680-7289

<https://www.transunion.com/fraud-alerts>

Equifax

P.O. Box 105069
Atlanta, GA 30348
1-888-766-0008

www.equifax.com/personal/credit-report-services

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and, TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For Maryland residents, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; toll-free at 1-888-743-0023; by phone at (410) 576-6300; consumer hotline (410) 528-8662; and online at www.marylandattorneygeneral.gov.

For New York residents, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, www.ncdoj.gov. You can obtain information from the Attorney General or the Federal Trade Commission about preventing identity theft.

STATE OF NH
DEPT OF JUSTICE
2020 DEC 14 PM 2:57