



MULLEN  
COUGHLIN<sub>LLC</sub>  
ATTORNEYS AT LAW

NH DEPT OF JUSTICE  
APR 25 2022 PM 2:50

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426 W. Lancaster Avenue, Suite 200  
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April 18, 2022

**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 Santa Fe Opera (“SFO”) located at 301 Opera Drive, Santa Fe, New Mexico 87506, and are writing to notify your office of an incident that may affect the security of certain personal information relating to four (4) New Hampshire residents. By providing this notice, SFO 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 or about November 28, 2021, SFO identified suspicious activity related to certain SFO network systems. Upon discovery, SFO took steps to secure the SFO network and launched an investigation with leading third-party cyber-forensic specialists to determine the full nature and scope of the incident. This investigation determined that certain SFO systems were subject to unauthorized access on separate occasions between November 28, 2021 and November 29, 2021 as a result of this incident. With the assistance of the forensic specialists, SFO conducted a thorough and time-consuming review of the impacted SFO systems in order to identify information which may have been impacted as a result of this event. While not the same for all individuals, the information that could have been subject to unauthorized access includes name, Social Security number, driver’s license, financial account information, and/or credit card information. To date, SFO has no indication that information has been subject to actual or attempted misuse in relation to this incident.

### **Notice to New Hampshire Residents**

On or about April 18, 2022, SFO provided written notice of this incident to four (4) New Hampshire residents. 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, SFO moved quickly to investigate and respond to the incident, assess the security of SFO systems, and identify potentially affected individuals. Further, SFO notified federal law enforcement regarding the event. SFO is also working to implement additional safeguards and training to its employees. SFO is providing access to credit monitoring services for one (1) year through IDX, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, SFO is providing impacted individuals with guidance on how to better protect against identity theft and fraud. SFO is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, 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.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4637.

Very truly yours,



Gregory Lederman of  
MULLEN COUGHLIN LLC

GCL/jlt  
Enclosure

# **EXHIBIT A**

THE  
SANTA FE  
OPERA



P.O Box 989728  
West Sacramento, CA 95798-9728

To Enroll, Please Call:

1-833-749-1701

Or Visit:

<https://app.idx.us/account-creation/protect>

Enrollment Code: <<Enrollment>>

<<First Name>> <<Last Name>>

<<Address 1>>

<<Address 2>>

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

April 18, 2022

**RE: NOTICE OF DATA <<Variable2>>**

Dear <<First Name>> <<Last Name>>:

Santa Fe Opera (“SFO”) is notifying you of a recent incident that may impact some of your information. While our investigation is ongoing, we are providing you with information about the incident, our response to date, and resources you can take advantage of, should you feel it is appropriate to do so.

**What Happened?** On or about November 28, 2021, SFO identified suspicious activity related to certain SFO network systems. Upon discovery, we took steps to secure the SFO network and launched an investigation with leading third-party cyber-forensic specialists to determine the full nature and scope of the incident. This investigation determined that certain SFO systems were subject to unauthorized access on separate occasions between November 28, 2021 and November 29, 2021 as a result of this incident.

**What Information Was Involved?** With the assistance of the forensic specialists, SFO conducted a thorough and time-consuming review of the impacted SFO systems in order to identify information which may have been impacted as a result of this event. This review identified that certain files stored within the impacted SFO systems at the time of the incident contained some of your information. This information includes your name, <<Variable1>>. To date, we have no indication that information has been subject to actual or attempted misuse in relation to this incident.

**What We Are Doing.** We take this incident and the security of information in our care very seriously. Upon discovery of this incident, we immediately took steps to secure the impacted systems, launched an in-depth investigation to determine the full nature and scope of this incident, and notified law enforcement. We are reviewing existing security policies and implemented additional cybersecurity measures to further protect against similar incidents moving forward.

We also secured the services of IDX to provide you with access to credit monitoring and identity restoration services for <<12/24>> months, at no cost to you. More information on these services and instructions on how to enroll in these services can be found in the *Steps You Can Take to Help Protect Your Information*.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud, from any source, by reviewing your account statements and monitoring your free credit reports for suspicious activity and to detect errors. You can also review the enclosed *Steps You Can Take to Help Protect Your Information* for additional actions you may take, including instructions for how to enroll in the credit monitoring and identity restoration services we are offering you, should you feel it is appropriate to do so.

**For More Information.** If you have questions that are not addressed in this letter, please call our dedicated assistance line at 1-833-749-1701, available Monday through Friday, from 7:00 a.m. to 7:00 p.m., Mountain Time.

We sincerely regret any inconvenience or concern this event may cause you.

Regards,

A handwritten signature in black ink, appearing to read "Robert K. Meya". The signature is fluid and cursive, with a large initial "R" and "M".

Robert K. Meya  
General Director  
Santa Fe Opera

## STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

### Enroll in Credit Monitoring

- 1. Website and Enrollment.** Go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the enrollment deadline is July 18, 2022.
- 2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.
- 3. Telephone.** Contact IDX at 1-833-749-1701 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended "fraud alert" on a credit 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 three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a "credit freeze" on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer's express authorization. The credit 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 credit 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 credit freeze on your credit report. To request a credit freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to 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.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if you are a victim of identity theft.

Should you wish to place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

### **Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://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 District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Santa Fe Opera is located at 301 Opera Drive, Santa Fe, New Mexico 87506.

*For New Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus 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 credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

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

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There is/are approximately 7 Rhode Island residents impacted by this incident.