

CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

ATTORNEYS AT LAW

450 Sentry Parkway, Suite 200
Blue Bell, Pennsylvania 19422

Telephone: (610) 567-0700
Fax: (610) 567-0712

www.C-WLAW.com

April 21, 2021

ERNEST KOSCHINEG
ekoschineg@c-wlaw.com

JASON MICHAEL GOODWIN
jgoodwin@c-wlaw.com

RECEIVED

APR 23 2021

CONSUMER PROTECTION

A Mid-Atlantic Litigation Firm

Visit us online at
www.C-WLAW.com

Via Mail

Office of Attorney General
33 Capitol Street
Concord, New Hampshire 03302

RE: Security Incident Notification

To Whom It May Concern:

I serve as counsel for Saratoga Casino Hotel and provide this notification to you of a recent data security incident suffered by Saratoga Casino Hotel. On or around March 9, 2021, Saratoga Casino Hotel learned of suspicious activity related to an Online Travel Agent (OTA) account. Saratoga Casino Hotel took immediate action to secure the relevant account and further investigate. A thorough investigation revealed that an unauthorized individual may have gained access to one account between February 6, 2021 and March 9, 2021, which may have allowed access to guest reservation information. Notably, this incident is limited to the one, external OTA account referenced above and no internal Saratoga Casino Hotel systems were affected.

Upon confirmation of the unauthorized access to the OTA account, Saratoga Casino Hotel immediately investigated whether the affected account contained individuals' sensitive information as part of the guest reservation data. After thorough investigation, Saratoga Casino Hotel learned that the unauthorized access may have allowed access to individuals' payment card information, including their name, payment card number and expiration date. No CVV or CVC information was stored with the reservation data and was therefore not impacted. Saratoga Casino Hotel immediately worked to obtain address information for affected individuals and confirmed on April 7, 2021 that this incident affected four (4) residents of New Hampshire.


Saratoga Casino Hotel will be promptly notifying the affected individuals on April 21, 2021, and will be providing complimentary credit monitoring for one (1) year. Saratoga Casino Hotel is taking steps to comply with all applicable notification obligations. A copy of the notification template is attached.

Please contact me should you have any questions.

Very truly yours,

CIPRIANI & WERNER, P.C.

By:



Jason Goodwin



Return Mail Processing Center
 PO Box 6336
 Portland, OR 97228-6336

Mail ID: _____
 Name 1: _____
 Name 2: _____
 Address 1: _____
 Address 2: _____
 Address 3: _____
 Address 4: _____
 Address 5: _____
 City: _____ State: _____ Zip: _____
 Country: _____ Date: _____

NOTICE OF DATA BREACH

Dear Name :

I am writing to inform you of a cyber incident experienced by Saratoga Casino Hotel. Below is information about this incident, steps you can take to help protect your personal information, and complimentary identity monitoring services that we are offering you through TransUnion.

Our relationship with you is important to us, and we know you trust us with your personal information. We regret that this incident occurred.

What Happened:

On March 9, 2021, Saratoga Casino Hotel learned of suspicious activity related to an Online Travel Agent (OTA) account. Saratoga Casino Hotel took immediate action to secure the relevant account and further investigate. A thorough investigation revealed that an unauthorized individual may have gained access to one account which may have allowed access to guest reservation information between February 6, 2021 and March 9, 2021. Saratoga Casino Hotel further worked to identify all individuals whose reservation information may have been accessed.

What Information Was Involved:

Based on the thorough investigation performed by the Saratoga Casino Hotel, the reservation information contained within the OTA account that may have been subject to unauthorized access includes your name in combination with your payment card information. Importantly, no CVV or CVC information was stored with the reservation data and was therefore not impacted.

What We Are Doing:

Saratoga Casino Hotel immediately secured the affected account and has implemented additional technical safeguards to further secure all Saratoga Casino Hotel accounts. Out of an abundance of caution, we have arranged for you to activate, at no cost to you, an online credit monitoring service for 12 months provided by TransUnion. Due to privacy laws, we cannot activate these services for you directly. Additional information regarding how to activate the complimentary credit monitoring service is enclosed. We have also provided additional information about steps you can take to protect yourself against fraud and identity theft.

What You Can Do:

We recommend that you remain vigilant in regularly reviewing and monitoring all of your account statements and credit history to guard against any unauthorized transactions or activity. If you discover any suspicious or unusual activity on your accounts, please promptly contact your financial institution or company. Additionally, you can enroll to receive the complementary identity monitoring service we are making available to you. You can also review the enclosed materials regarding steps you can take to further protect your information.

342 Jefferson St, PO Box 356
 Saratoga Springs, NY 12866
 P: 800.727.2990
 SaratogaCasino.com

For More Information:

Should you have additional questions or concerns regarding this matter, please do not hesitate to contact us at 855-654-0910, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time, except holidays.

We have no relationship more important or more meaningful than the one we share with you. I want to personally express my deepest regret for any worry or inconvenience that this incident may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Cudemo". The signature is fluid and cursive, with a large initial "M" and a long, sweeping underline.

Matthew Cudemo
Director of Hotel Operations

COMPLIMENTARY IDENTITY MONITORING SERVICES

TransUnion® myTrueIdentity provides you with the following key features:

- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- <12/24> months of unlimited access to your TransUnion® credit report and credit score.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible.¹
- 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.

How to Enroll: You can sign up online or via U.S. mail delivery²

- 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 <<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 <<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.

ADDITIONAL ACTIONS TO HELP PROTECT YOUR INFORMATION

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements for suspicious activity and to detect errors. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit reporting bureaus, TransUnion, Experian, and Equifax. To order your free credit report, visit www.annualcreditreport.com or call 1-877-322-8228. Once you receive your credit report, review it for discrepancies and identify any accounts you did not open or inquiries from creditors that you did not authorize. If you have questions or notice incorrect information, contact the credit reporting bureau.

You have the right to place an initial or extended "fraud alert" on a credit file at no cost. An initial fraud alert is a one-year alert that is placed on a consumer's credit file. Upon seeing a fraud alert, 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 lasting seven years. Should you wish to place a fraud alert, please contact any of the three credit reporting bureaus listed below.

As an alternative to a fraud alert, you 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 your 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 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., III, etc.);
2. Social Security number;
3. Date of birth;
4. Address for the prior two to five years;
5. Proof of current address, such as a current utility or telephone bill;
6. A legible photocopy of a government-issued identification card (e.g., state driver's license or identification card); 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.

¹ (Policy limitations and exclusions may apply.)

² 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.

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

TransUnion 1-800-680-7289 www.transunion.com TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000 TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian 1-888-397-3742 www.experian.com Experian Fraud Alert P.O. Box 9554 Allen, TX 75013 Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax 1-888-298-0045 www.equifax.com Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
---	---	--

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission (FTC), or your state Attorney General. The FTC also encourages those who discover that their information has been misused to file a complaint with them. The FTC may be reached at 600 Pennsylvania Ave. NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. 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, your state Attorney General, and the FTC. This notice has not been delayed by law enforcement.

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. Saratoga Casino Hotel may be contacted at 342 Jefferson St, Saratoga Springs, NY 12866. *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: (i) the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; (ii) the consumer reporting agencies may not report outdated negative information; (iii) access to your file is limited; (iv) you must give consent for credit reports to be provided to employers; (v) you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; (vi) and you may seek damages from violators. 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 https://files.consumerfinance.gov/f/201504_cfpb_summary_your_rights_under_fcra.pdf, or by writing Consumer Response Center, Room 130-A, FTC, 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. *For Rhode Island residents*, the Rhode Island Attorney General may be contacted at 150 South Main Street, Providence, RI 02903; 1-401-274-4400; and www.riag.ri.gov. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There is one Rhode Island residents impacted by this incident. *For Washington, D.C. residents*, the District of Columbia Attorney General may be contacted at 441 4th Street NW #1100, Washington, D.C. 20001; 202-727-3400, and <https://oag.dc.gov/consumer-protection>. Saratoga Casino Hotel may be contacted at 342 Jefferson St, Saratoga Springs, NY 12866.