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August 29, 2022

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BY E-MAIL

Attorney General John Formella
Consumer Protection Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
DOJ-CPB@doj.nh.gov

Re: Data Incident

Dear Attorney General Formella:

We write on behalf of our client, SCA Pharmaceuticals, LLC (“SCA”), to inform you of a recent security incident that may have affected the personal information of one New Hampshire resident.

On July 5, 2022, SCA discovered that malicious actors had infected some SCA systems with malware, which caused temporary operational issues with those systems. SCA retained leading firms to help it investigate and remediate, and promptly reported the incident to the FBI. The threat was contained and expelled. On July 21, SCA paid the ransom in return for a universal decryptor, access to download the data that was taken, evidence the data was securely deleted, and confirmation that the data will never be published or shared. On August 3, 2022, the data was downloaded from the malicious actors, and SCA undertook analysis to determine whether personal information was involved.

As a precautionary measure, SCA is notifying all individuals whose personal data might have been stored on the impacted systems, including current and former employees, vendors, and individual investors. These notices will be sent beginning on August 29. The personal information in the data varies by document but may include name; date of birth; Social Security Number and other governmental identifiers; certain health information; and bank account information. SCA has not seen any evidence confirming that any personal data was actually viewed or misused.

To remediate the incident and help defend against any further intrusion, SCA has taken various steps, including removing the malicious code from its systems and deploying enhanced software

Attorney General John Formella

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protections. Once SCA determined it was safe to do so, SCA resumed delivery of critical medicine to its hospital customers.

As part of the notice package, SCA is providing credit monitoring to all individuals who are receiving a notification letter. Additional information on credit monitoring services and a telephone number that consumers may call for further information and assistance is included in the attached sample notification. If you have any questions, please reach out to us at +1 (202)-508-4788.

Sincerely,

Fran Faircloth



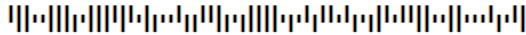
Return Mail Processing
PO Box 589
Claysburg, PA 16625-0589

August 29, 2022

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SAMPLE A SAMPLE - L01 NON-MA
APT ABC
123 ANY STREET
ANYTOWN, ST 12345-6789



Notice of Data Breach

Dear Sample A. Sample:

We are writing to share with you some important information regarding a recent incident that may have involved your personal information.

What Happened?

On July 5, 2022, SCA Pharmaceuticals, LLC (“SCA”) discovered that malicious actors had infected some SCA systems with malware, which caused temporary operational issues with those systems. The threat was contained and expelled, and a thorough investigation promptly commenced to determine, among other things, whether personal information was involved. As a precautionary measure, SCA is notifying all individuals whose personal data might have been stored on the impacted systems, including all current and former employees, vendors, and individual investors.

What Information Was Involved?

The personal information in the data on the impacted systems varied by document but could have included names; dates of birth; Social Security Numbers, and other governmental identifiers; certain health information; and bank account information.

What We Are Doing

To remediate the incident and help defend against any further intrusion, SCA has taken various steps, including removing the malicious code from our systems and deploying enhanced software protections. Our team worked quickly to restore our systems so that we could safely continue to deliver critical medicine to our hospital customers. In addition, we reported the incident to the FBI and retained leading firms to help us investigate and remediate.

What You Can Do

While we have seen no evidence of the misuse of your personal information, it is always advisable that individuals regularly review their financial accounts and report any suspicious or unrecognized activity immediately. The enclosed “Important Identity Theft Information” provides information and resources you can use to take steps to protect your personal information, should you feel it appropriate to do so. Under U.S. law, you are entitled to one free credit report annually from each of the three nationwide credit reporting agencies. To order a free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228.

Other Important Information.

In order to assist you with this vigilance, we are offering you identity protection services through Experian at no cost to you. To activate this membership, please follow the instructions on the enclosure that details the Experian service.

We regret this incident and any inconvenience to you. If we can be of help in any way, please contact our dedicated call center at (877) 753-3334, Monday through Friday from 8:00 a. m. to 10:00 p. m. and Saturday and Sunday from 10:00 am to 7:00 pm Central Time excluding major U.S. holidays.

Sincerely,

Scott Luce
CEO

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i2655-L01

ADDITIONAL DETAILS REGARDING 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:

To activate this membership for monitoring your personal information please follow the steps below:

- Ensure that you enroll by **November 30, 2022** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your activation code:
- Provide your Engagement #:

A credit card is **not** required for enrollment in Experian IdentityWorks. 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, Equifax and Transunion files for indicators of fraud.
- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Identity Restoration:** Identity Restoration specialists 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.
- **Up to \$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there is 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 1-877-890-9332. 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.

* 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.

IDENTITY THEFT INFORMATION

It is always advisable to regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com by calling toll free 1.877.322.8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

Equifax, P.O. Box 740241, Atlanta, Georgia 30374-0241. 1.800.685.1111. www.equifax.com

Experian, P.O. Box 9532, Allen, TX 75013. 1.888.397.3742. www.experian.com

TransUnion, 2 Baldwin Pl., P.O. Box 1000, Chester, PA 19016. 1.800.916.8800. www.transunion.com

Fraud Alert: You may contact the fraud department of the three major credit bureaus to request that a “fraud alert” be placed on your file. A fraud alert notifies potential lenders to verify your identification before extending credit in your name.

Equifax:	Report Fraud:	1.800.685.1111
Experian:	Report Fraud:	1.888.397.3742
TransUnion:	Report Fraud:	1.800.680.7289

Security Freeze for Credit Reporting Agencies: You may request a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. It is free to place, lift or remove a security freeze. You must separately place a security freeze on your credit report at each credit bureau. To do so, you must contact the credit bureaus by phone, mail, or secure electronic means:

- **Equifax:** P.O. Box 105788, Atlanta, GA 30348, 1.800.349.9960, www.Equifax.com
- **Experian:** P.O. Box 9554, Allen, TX 75013, 1.888.397.3742, www.Experian.com
- **TransUnion:** P.O. Box 2000, Chester, PA 19106, 1.888.909.8872, www.TransUnion.com

To request a security freeze, you will need to provide the following:

- Your full name (including middle initial, Jr., Sr., Roman numerals, etc.),
- Social Security number
- Date of birth
- Address(es) where you have lived over the prior five years
- Proof of current address such as a current utility bill
- A photocopy of a government-issued ID card
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

If you request a freeze online or by phone, the agency must place the freeze within one business day. The credit bureaus have three business days after receiving a request by mail to place a security freeze on your credit report, and they must also send confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze. To lift the freeze to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include (1) proper identification; (2) the PIN number or password provided to you when you placed the security freeze; and (3) the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available.

You also have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf or www.ftc.gov.



Steps You Can Take if You Are a Victim of Identity Theft

- **File a police report.** Get a copy of the report to submit to your creditors and others that may require proof of a crime.
- **Contact the U.S. Federal Trade Commission (FTC).** The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. File a report with the FTC by calling the FTC's Identity Theft Hotline: 1-877-IDTHEFT (438-4338); online at <http://www.ftc.gov/idtheft>; or by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580. Also request a copy of the publication, "Take Charge: Fighting Back Against Identity Theft" from to https://www.consumer.ftc.gov/articles/pdf-0009_identitytheft_a_recovery_plan.pdf
- **Keep a record of your contacts.** Start a file with copies of your credit reports, the police reports, any correspondence, and copies of disputed bills. It is helpful to log conversations with creditors, law enforcement officials, and other relevant parties.

Additional Steps to Avoid Identity Theft: The FTC has further information about steps to take to avoid identity theft at: <http://www.ftc.gov/idtheft>; calling 1-877-IDTHEFT (438-4338); or write to Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.

State Specific Information

Iowa residents may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached by visiting the website at www.iowaattorneygeneral.gov, calling (515) 281-5164 or requesting more information from the Office of the Attorney General, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319.

Maryland residents can learn more about preventing identity theft from the Maryland Office of the Attorney General, by visiting their web site at <http://www.marylandattorneygeneral.gov/Pages/IdentityTheft/default.aspx>, calling the Identity Theft Unit at 1.410.567.6491, or requesting more information at the Identity Theft Unit, 200 St. Paul Place, 16th Floor, Baltimore, MD 21202.

New Mexico residents have the right to obtain a police report and request a security freeze as described above and you have rights under the Fair Credit Reporting Act as described above.

North Carolina residents can learn more about preventing identity theft from the North Carolina Office of the Attorney General, by visiting their web site at <https://ncdoj.gov/protecting-consumers/identity-theft> calling 1.919.716.6400 or requesting more information from the North Carolina Attorney General's Office, 9001 Mail Service Center Raleigh, NC 27699-9001.

Oregon residents may obtain information about preventing identity theft from the Oregon Attorney General's Office. This office can be reached by visiting the website at www.doj.state.or.us, calling (503) 378-4400 or requesting more information from the Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.

Rhode Island residents have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security Number, date of birth and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request. Residents can learn more by contacting the Rhode Island Office of the Attorney General at 1.410.274.4400 or 150 South Main Street, Providence, Rhode Island 02903.

Vermont residents may learn helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report on the Vermont Attorney General's website at <https://ago.vermont.gov/>.