



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

3001 N. Rocky Point Drive East, Suite 200  
Tampa, FL 33607

July 21, 2023

**VIA E-MAIL**

Office of the New Hampshire Attorney General  
Consumer Protection & Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301  
E-mail: DOJ-CPB@doj.nh.gov

**Re: Notice of Data Event**

To Whom It May Concern:

We represent Scrubs and Beyond, LLC (“Scrubs”) located at 12969 Manchester Rd, St. Louis, Missouri, 63131, and are writing to notify your office of an event that may affect the security of certain personal information relating to thirteen (13) New Hampshire residents. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Scrubs 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 June 5, 2023, Scrubs discovered a blog post claiming that certain customer information affiliated with Scrubs was potentially copied from a limited portion of its network. Upon learning of the event, Scrubs launched an investigation into the nature and scope of the claimed occurrence. Through this investigation, Scrubs determined that that certain logs from this system were potentially viewed and/or copied from its environment between April 7, 2023, and April 12, 2023. On June 28, 2023, after determining the type of information and to whom the information related to, Scrubs confirmed the logs included information related to thirteen (13) New Hampshire residents. The personal information present in the relevant files may include

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

On or about July 21, 2023, Scrubs provided written notice of this event to thirteen (13) 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, Scrubs promptly investigated and responded to the event, assessed the security of Scrubs systems, and identified potentially affected individuals. Further, Scrub notified federal law enforcement regarding the event.

Scrubs also implemented additional safeguards to its existing policies, processes, and security measures to mitigate the risk of reoccurrence. Scrubs is providing access to credit monitoring services for [redacted] through Kroll to individuals whose personal information was potentially affected by this event, at no cost to these individuals.

Additionally, Scrubs is providing impacted individuals with guidance on how to better protect against identity theft and fraud, advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank, 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.

Scrubs is providing written notice of this event to relevant state regulators, as necessary, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at [redacted].

Very truly yours,

Kevin M. Mekler of  
MULLEN COUGHLIN LLC

KMK/cml  
Enclosure

# **EXHIBIT A**

# scrubs & beyond

<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country>>

## <<b2b\_text\_1(Subject Header)>>

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

Scrubs & Beyond is writing to provide you with notice of an event that may impact the confidentiality and security of your information. This letter contains information about the event, our response, and steps you can take to better protect your information, should you feel it is appropriate to do so.

**What Happened?** In June 2023, Scrubs & Beyond identified potential unauthorized access into a limited portion of Scrubs & Beyond's network. In response, Scrubs & Beyond launched an investigation to determine the full nature and scope of the activity and confirm the security of its environment. Through this investigation, Scrubs & Beyond learned that certain logs were potentially copied from its environment between April 7, 2023, and April 12, 2023. Thus, we performed a detailed review of the information potentially affected by this event to determine what information was present in the logs and to whom it relates. You are receiving this letter because we determined on June 28, 2023, that your information was present.

**What Information Was Involved?** Based on our investigation to date, we determined that the personal information present may include

**What We Are Doing.** Scrubs & Beyond takes this event and the privacy of information in our care seriously and conducted a diligent investigation to confirm the full nature and scope of the event. In response to this event, we took prompt steps to ensure the security of our systems while conducting a comprehensive review of the information potentially affected by this event. We also reported this event to federal law enforcement and will be notifying applicable state regulators as required.

Further, as part of our ongoing commitment to the privacy and security of information in our care, we implemented additional safeguards to our existing policies, processes, and security measures. As an added precaution, we are providing you with access to identity monitoring services for \_\_\_\_\_ at no cost to you. Information on these services and instructions on how to activate may be found in the enclosed *Steps You Can Take to Help Protect Personal Information*.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements and monitor your free credit reports for suspicious activity and to detect errors. We also encourage you to review the enclosed *Steps You Can Take to Help Protect Personal Information*.

**For More Information.** We understand you may have additional questions not addressed by this letter. If you have questions, please contact our dedicated call center at \_\_\_\_\_, Monday through Friday, from 6 a.m. – 3:30 p.m. Pacific Time (excluding U.S. holidays).

We regret any inconvenience caused by this event.

Sincerely,

Scrubs & Beyond

## STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

### **Activate Identity Monitoring**

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

For more information about Kroll and your Identity Monitoring services, you can visit [info.krollmonitoring.com](http://info.krollmonitoring.com).

Additional information describing your services is included with this letter.

### **Monitor Your Accounts**

You should promptly report any activity indicative of identity theft or fraud to law enforcement and to your bank or credit card company as appropriate.

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, . 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 security 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, 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 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>
1-888-298-0045	1-888-397-3742	1-800-916-8800
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](http://oag.dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and [www.marylandattorneygeneral.gov/](http://www.marylandattorneygeneral.gov/). Scrubs & Beyond is located at 7373 North Scottsdale Road Suite B169, Scottsdale, Arizona 85253.

*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 event. There are 9 Rhode Island residents impacted by this event.



## TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.