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ATTORNEYS AT LAW

RECEIVED
JUL 16 2022
CONSUMER PROTECTION

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

July 12, 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 Shibaura Machine Company, America ("Shibaura") located at 755 Greenleaf Avenue, Elk Grove Village, Illinois 60007, and are writing to notify your office of an event that may affect the security of certain personal information relating to one (1) New Hampshire resident. This notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Shibaura 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 May 25, 2022, Shibaura became aware of suspicious activity on its computer network. Shibaura immediately launched an investigation to determine the nature and scope of the event with assistance from industry-leading cybersecurity specialists. On June 20, 2022, Shibaura learned that an unauthorized actor accessed certain systems on its network and removed copies of files containing current and former employee 401k information. In order to confirm whether any sensitive information was involved, Shibaura undertook a comprehensive and time-intensive review of impacted files and their contents. Shibaura recently completed the review and is beginning to provide notice of this event to its current employees whose personal information was included within the impacted files, as these individuals' current address was easily identified by Shibaura. We note that Shibaura is still in the process of identifying address and state of residence information for an additional population of potentially impacted individuals consisting of former Shibaura employees or their family members.

The potentially impacted types of information may vary by individual and include name, address, Social Security number, driver's license number and date of birth.

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Notice to New Hampshire Resident

On or about July 12, 2022, Shibaura began providing written notice of this event to one (1) New Hampshire resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

As noted above, Shibaura is still in the process of identifying address and state of residence information for additional potentially impacted individuals. Should any additional residents of this state be identified, this notification will be supplemented.

Other Steps Taken and To Be Taken

Upon discovering the event, Shibaura moved quickly to investigate and respond to the event, assess the security of Shibaura systems, and identify potentially affected individuals. Further, Shibaura notified federal law enforcement regarding the event. Shibaura is providing access to credit monitoring services for twenty-four (24) months through IDX, to individuals whose personal information was potentially affected by this event, at no cost to these individuals.

Additionally, Shibaura is providing potentially impacted individuals with guidance on how to better protect against identity theft and fraud. Shibaura is providing potentially impacted 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 events 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) 930-4801.

Very truly yours,

Alexander T. Walker of
MULLEN COUGHLIN LLC

ATW/ljw
Enclosure

EXHIBIT A

Shibaura Machine 10300 SW Greenburg Rd.
Suite 570
Portland, OR 97223

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code:
<<XXXXXXXXXX>>

<<Name 1>> <<Name 2>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

July 12, 2022

Re: Notice of <<Security Incident / Data Breach>>

Dear <<Name 1>> <<Name 2>>:

Shibaura Machine Company, America (formerly Toshiba Machine Company, America) (“Shibaura”) is writing to inform you of a recent event that may impact the privacy of some of your personal information. Although we are not aware of any identity theft or fraud in relation to this event at this time, we are providing you with information about the event, our response, and steps you may take to protect against any misuse of your information, should you feel it necessary to do so.

What Happened?

On May 25, 2022, Shibaura became aware of suspicious activity on its computer network. We immediately launched an investigation to determine the nature and scope of the event with assistance from industry-leading cybersecurity specialists. On June 20, 2022, we learned that an unauthorized actor accessed certain systems on our network and removed copies of files containing current and former employee 401k information. The investigation determined these files were subject to unauthorized access between May 23, 2022, and May 25, 2022. In order to confirm whether any sensitive information was involved, we undertook a comprehensive and time-intensive review of impacted files and their contents. We recently completed the review and found that your information may have been included within impacted files.

What Information Was Involved?

The information involved may vary and includes name, address, Social Security number, date of birth, and driver’s license number. At this time, Shibaura is not aware of any identity theft or fraud in relation to this event.

What We Are Doing.

We take this event and the security of personal information in our care very seriously. Upon learning of this event, Shibaura immediately took steps to ensure the security of our systems and investigate the event. As part of our ongoing commitment to the privacy of information in our care, we are implementing additional technical security measures to strengthen the security of our systems. We are also reviewing and enhancing our existing data privacy policies and procedures.

As an added precaution we are offering you access to twenty-four (24) months of credit monitoring and identity theft protection services through IDX at no cost to you. IDX identity protection services include: twenty-four (24) months of credit monitoring, CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

If you wish to activate these services, you may follow the instructions included in the attached *Steps You Can Take to Protect Personal Information*. We encourage you to enroll in these services as we are unable to act on your behalf to do so.

What You Can Do.

We encourage you to remain vigilant against events of identity theft and fraud, to monitor your accounts for any unusual activity, and to report any instances of theft or fraud to law enforcement. You can also enroll to receive the complimentary credit monitoring services that we are offering to you.

For More Information.

We understand that you may have questions about this event that are not addressed in this letter. If you have additional questions or concerns, please call our toll-free dedicated assistance line at 1-800-939-4170. This toll-free line is available Monday through Friday from 8 am - 8 pm Central Time.

Sincerely,

Hiroshi Azuma,
President
Shibaura Machine Company, America

STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

Enroll in Complimentary Credit Monitoring

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. IDX representatives are available Monday through Friday from 8 am - 8 pm Central Time and can be reached at 1-800-939-4170. Please note the deadline to enroll is October 12, 2022.

Please note the recipient of this letter must be at least eighteen (18) years or older with an established credit file and a United States Social Security number to activate the credit monitoring portion of the membership.

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 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 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:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/credit-help
1-888-298-0045	1-888-397-3742	1-833-395-6938
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; 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 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.