

February 19, 2021

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Via electronic-mail: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov); [AttorneyGeneral@doj.nh.gov](mailto:AttorneyGeneral@doj.nh.gov)

**Attorney General Gordon McDonald**

Consumer Protection Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03302

**Re: Our Client : Shook Construction Co.**  
**Matter : September 2, 2020 Data Security Incident**  
**Wilson Elser File # : 16516.01136**

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Dear Attorney General McDonald:

We represent Shook Construction Co. (“SCC”), located in Moraine, Ohio, with respect to a potential data security incident described in more detail below. SCC takes the security and privacy of the information in its control seriously and has taken steps to prevent a similar incident from occurring in the future.

This letter will serve to inform you of the nature of the security breach, the number of New Hampshire residents being notified, what information has been compromised, and the steps that SCC is taking to secure the integrity of its systems. We have also enclosed hereto a sample of the notification made to the potentially impact individuals, which includes an offer of free credit monitoring.

1. Nature of the Security Incident

On September 2, 2020, SCC detected suspicious activity within its network environment. SCC immediately engaged third-party forensic specialists to assist SCC in its analysis of any unauthorized activity. Through this investigation, it was determined that several SCC business email accounts were compromised by an unauthorized third party.

Although we have found no evidence that the information has been specifically accessed for misuse, it is possible that individuals’ names, mailing addresses, dates of birth, driver’s licenses, and/or social security numbers could have been exposed. This information could have been located in the email mailboxes of the compromised accounts. A review of the activity of the unauthorized actor did not reveal any specific access to this information.

150 East 42nd Street • New York, NY 10017 • p 212.490.3000 • f 212.490.3038

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As of this writing, SCC has not received any reports of related identity theft since the date of the incident (September 2, 2020 to present).

## 2. Number of New Hampshire Residents Affected

A total of three (3) residents of New Hampshire were potentially affected by this security incident. Notification letters to these individuals will be mailed on February 18, 2021, by first class mail. A sample copy of the notification letter is included with this letter.

## 3. Steps Taken

Upon detecting this suspicious activity, SCC moved quickly to initiate a response, which included conducting an investigation with the assistance of third-party forensic specialists and confirming the security of SCC's network environment. SCC secured the compromised email accounts and have ensured that no further unauthorized activity has continued. SCC has reviewed and altered its policies and procedures relating to the security of its systems and servers, as well as its information life cycle management.

Although SCC is not aware of any evidence of misuse of personal information, SCC extended to all potentially impacted individuals an offer for free credit monitoring and identity theft protection through IDX. This service will include at least 12 months of credit monitoring, along with a fully managed id theft recovery service, should the need arise.

## 4. Contact Information

SCC remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Michael.Kar@wilsonelser.com or 212.915.5535.

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP



Michael E. Kar, Esq.  
MEK/js

Copy: Wilson Elser LLP  
Attn: Robert Walker, Esq.  
Attn: Jesse Showalter, Esq.

Enclosure: *Sample Notification Letter*



C/O IDX  
P.O. Box 1907  
Suwanee, GA 30024

To Enroll, Please Call:  
1-833-726-0939  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: [XXXXXXXXXX]

<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

February 18, 2021

### Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

Shook Construction Co. (“SCC”) is a construction company headquartered in Moraine, Ohio. We are writing in order to inform you of an incident that may have exposed your sensitive personal information. We take the security of your personal information seriously and want to provide you with information and resources you can use to protect your information.

#### What Happened and What Information was Involved:

On September 2, 2020, SCC detected suspicious activity within its network environment. SCC immediately engaged third-party forensic specialists to assist SCC in its analysis of any unauthorized activity. Through this investigation, it was determined that several SCC business email accounts were compromised by an unauthorized third party.

Although we have found no evidence that your information has been specifically accessed for misuse, it is possible that your name, mailing address, date of birth, driver’s license, and/or social security number could have been exposed. This information was located in the email mailboxes of the compromised accounts. A review of the activity of the unauthorized actor did not reveal any specific access to this information.

As of this writing, SCC has not received any reports of related identity theft since the date of the incident (September 2, 2020 to present).

#### What We Are Doing:

Upon detecting this suspicious activity, we moved quickly to initiate a response, which included conducting an investigation with the assistance of third-party forensic specialists and confirming the security of our network environment. We secured the compromised email accounts, and have ensured that no further unauthorized activity has continued. We have reviewed and altered our policies and procedures relating to the security of our systems and servers, as well as our information life cycle management.

We value the safety of your personal information and are therefore offering credit monitoring and identity theft protection services through IDX. IDX’s services include: at least 12 months of credit monitoring and fully managed id theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

2000 W. Dorothy Lane  
Moraine, OH 45439

What You Can Do:

We encourage you to contact IDX with any questions and to enroll in free IDX services by calling 1-833-726-0939 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX is available Monday through Friday 9 am – 9pm Eastern Time. Please note the deadline to enroll is May 18, 2021.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

Enclosed hereto you will find additional information regarding the resources available to you, and the steps that you can take to further protect your personal information.

For More Information:

We recognize that you may have questions not addressed in this letter. If you have additional questions, please call IDX services at 1-833-726-0939.

Shook Construction Co. values the security of your personal data, and we apologize for any inconvenience that this incident has caused.

Sincerely,

A handwritten signature in cursive script that reads "Greg Birkemeyer".

Greg Birkemeyer, CPCU, AIC  
Director of Risk Management

## Additional Information

**Credit Reports:** You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com), or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

<b>Equifax Security Freeze</b> P.O. Box 105788 Atlanta, GA 30348 1-800-349-9960 <a href="https://www.equifax.com/personal/credit-report-services/credit-freeze/">https://www.equifax.com/personal/credit-report-services/credit-freeze/</a>	<b>Experian Security Freeze</b> P.O. Box 9554 Allen, TX 75013 1-888-397-3742 <a href="http://www.experian.com/freeze/center.html">www.experian.com/freeze/center.html</a>	<b>TransUnion Security Freeze</b> P.O. Box 160 Woodlyn, PA 19094 1-800-909-8872 <a href="http://www.transunion.com/credit-freeze">www.transunion.com/credit-freeze</a>
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**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with:

- Equifax ([https://assets.equifax.com/assets/personal/Fraud\\_Alert\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf));
- TransUnion (<https://www.transunion.com/fraud-alerts>); or
- Experian (<https://www.experian.com/fraud/center.html>).

A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**File Police Report:** You have the right to file or obtain a police report if you 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 proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**FTC and Attorneys General:** You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can 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), 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. This notice has not been delayed by law enforcement.

**For Colorado residents**, the Attorney General can be contacted at 1300 Broadway, 10<sup>th</sup> Floor, Denver, CO 80203, 1-720-508-6000, and [www.coag.gov](http://www.coag.gov).

**For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-566-7226 or 1-919-716-6400, and [www.ncdoj.gov](http://www.ncdoj.gov).

**For Oregon residents**, the Attorney General can be contacted at 1162 Court Street NE, Salem, OR 97301, 1-877-877-9392, and [www.doj.state.or.us](http://www.doj.state.or.us)

**For Texas residents**, the Attorney General can be contacted at PO Box 12548, Austin, TX 78711, 1-800-621-0508, and [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov).