

CIPRIANI & WERNER

A PROFESSIONAL CORPORATION

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February 12, 2024

Via Email (DOJ-CPB@doj.nh.gov)

Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301

RE: Security Breach Notification

To Whom It May Concern:

We serve as counsel for Signature Performance, Inc. (“Signature”), located at 10250 Regency Circle, Suite 500, Omaha, NE 68114. We write to provide notification of a recent data security incident. By providing this notice, Signature does not waive any rights or defenses under New Hampshire law, including the data breach notification statute.

On January 18, 2024, Signature detected suspicious activity on its network and immediately began an investigation with the assistance of third-party specialists. The investigation determined an unknown party accessed certain files on Signature’s network between approximately January 17 and January 18, 2024.

While Signature’s review of potentially impacted data is ongoing, Signature determined that the data potentially accessed without authorization included individuals’

At this time, Signature is aware of information related to approximately six (6) residents of New Hampshire who may have been impacted by this incident.

Signature notified potentially impacted individuals of this incident via First Class mail on February 9, 2024. A copy of the notice is attached as ***Exhibit A***. Signature has no reason to believe any information has been misused because of this incident. However, in an abundance of caution, Signature is offering the potentially impacted residents of New Hampshire complimentary access to of credit monitoring and identity protection services.

In response to this incident, Signature has implemented an array of additional security measures to further confirm the security of our network and minimize the risk of a similar incident occurring in the future, including full password resets and remediation of a third-party VPN appliance that is thought to be the cause of this incident. Signature has also notified law enforcement.

Thank you for your attention to this matter and please contact me should you have any questions.

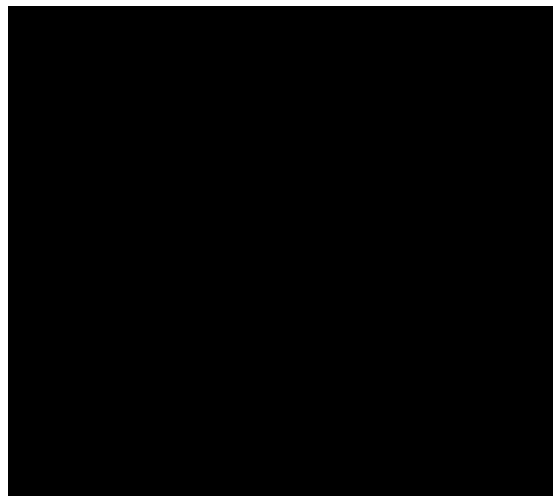
Very truly yours,

CIPRIANI & WERNER, P.C.

Daniel Haier, Esq.



Return Mail Processing
P.O. Box 989728
West Sacramento, CA 95798-9728



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

February 9, 2024

<<Variable Text 1: Notice of Data Breach>>

Dear <<First Name>> <<Last Name>>:

Signature Performance, Inc. writes to notify you of an incident that may affect the privacy of certain information provided to us. We take this incident seriously and are providing you information about the incident, our response, and steps you can take to help protect your information.

What Happened? On January 18, 2024, we detected suspicious activity on our network and immediately began an investigation with the assistance of third-party specialists. The investigation determined an unknown party accessed certain files on our network between January 17 and January 18, 2024. Therefore, we have begun a review of the files at issue to determine the information they contain and to whom that information relates.

What Information Was Involved? While our review of the potentially impacted information is ongoing, we have determined the information may include [REDACTED]

[REDACTED].

What We Are Doing. In response to this incident, we notified law enforcement and we are conducting a thorough investigation with the assistance of third-party specialists. We have also implemented an array of additional security measures to further confirm the security of our network and minimize the risk of a similar incident occurring in the future. Additionally, in an abundance of caution, we are offering you access to <<Variable Text 2: 12 months/24 months>> of complimentary credit monitoring and identity protection services.

What You Can Do. We encourage you to enroll in the complimentary credit monitoring and identity protection services we are making available to you. Information about how to enroll in these services along with additional resources available to you are included in the attached *Steps You Can Take to Help Protect Your Information*.

For More Information. We understand you may have questions about this incident. You may contact our dedicated assistance line at [REDACTED] or write to us at 10250 Regency Circle, Suite 500, Omaha, NE 68114.

We regret any concern this incident may cause you.

Sincerely,

Signature Performance, Inc.

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

1. Website and Enrollment. Scan the QR image or go to [REDACTED] and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is May 9, 2024.

2. Activate the credit monitoring provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

3. Telephone. Contact IDX at [REDACTED] to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time.

4. Monitor Your Accounts. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your credit reports/account statements and explanation of benefits forms 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.

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	Experian 1-888-397-3742 www.experian.com	Equifax 1-888-298-0045 www.equifax.com
TransUnion Fraud Alert P.O. Box 2000 Chester, PA 19016-2000	Experian Fraud Alert P.O. Box 9554 Allen, TX 75013	Equifax Fraud Alert P.O. Box 105069 Atlanta, GA 30348-5069

TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788
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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; 1-888-743-0023; and www.marylandattorneygeneral.gov. Signature Performance, Inc. may be contacted at 10250 Regency Circle, Suite 500, Omaha, NE 68114.

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 are 0 Rhode Island residents impacted by this incident.

For Washington, D.C. residents, the District of Columbia Attorney General may be contacted at 400 6th Street NW, Washington, D.C. 20001; 202-442-9828, and <https://oag.dc.gov/consumer-protection>. Signature Performance, Inc. may be contacted at 10250 Regency Circle, Suite 500, Omaha, NE 68114.

