

BakerHostetler

August 8, 2017

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CONSUMER PROTECTION

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**VIA OVERNIGHT MAIL**

Joseph Foster  
Office of the Attorney General  
33 Capital Street  
Concord, NH 03301

*Re: Incident Notification*

Dear Sir or Madam:

I am writing on behalf of my client, Standex International Corporation (“Standex”), to notify you of a security incident involving New Hampshire residents.

On May 19, 2017, Standex learned that an unauthorized individual gained access to an employee’s email account beginning April 20, 2017. Standex immediately secured the employee’s email account and began an investigation. Standex conducted a thorough review of the employee’s email account and determined that it contained individual names, Social Security numbers, drivers’ license numbers, and in some cases passport numbers.

Today, Standex is sending written notification via U.S. Mail to five New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the letter attached hereto.<sup>1</sup> Notice is being provided to the affected individuals as soon as reasonably possible subject to the need to review the employee’s email account to identify the affected individuals. Standex has also established a call center that the affected employees can call to answer any questions they may have regarding this incident.

To help prevent this type of incident from happening again, Standex is conducting additional security training and education with its employees.

<sup>1</sup> This report is not, and does not constitute, a waiver of personal jurisdiction.

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver  
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

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Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

*Paulette M. Thomas*

Paulette M. Thomas  
Counsel

Enclosure



Standex International  
11 Keewaydin Drive  
Salem, NH 03079

<<Date>>

<<Name>>

<<Street Address>>

<<City, State, Zip>>

Dear <<Name>>:

Standex International Corporation ("Standex") is committed to safeguarding the personal information provided by its employees and clients. Regrettably, I am writing to inform you of an incident involving some of that information.

On May 19, 2017, we learned that an unauthorized person gained access to an employee's email account beginning on April 20, 2017. We immediately secured the employee's email account and began an investigation. We conducted a thorough review of the employee's email account and determined that it contained your name, <<mail merge data elements>>.

We have no indication that your personal information has been used in any way. However, out of an abundance of caution, we are offering a complimentary one-year membership of Experian IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. IdentityWorks<sup>SM</sup> Credit 3B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorks<sup>SM</sup> Credit 3B, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.

We regret any inconvenience or concern this may cause you. To help prevent something like this from happening in the future, we are conducting additional training and education with our employees. If you have any questions, please call 1-800-597-7127, Monday through Friday between 9:00 a.m. and 9:00 p.m. Eastern Time.

Sincerely,

A handwritten signature in blue ink, appearing to read 'BCottle', written over a light blue rectangular background.

Brian Cottle  
Director of Information Technology

## Activate IdentityWorks Credit 3B Now in Three Easy Steps

1. ENROLL by: **11/4/2017** (Your code will not work after this date.)
2. VISIT the **Experian IdentityWorks website** to enroll: [www.experianidworks.com/3bcreditone](http://www.experianidworks.com/3bcreditone)
3. PROVIDE the **Activation Code**: [Code]

If you have questions about the product, need assistance with identity restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-890-9332. Be prepared to provide engagement number **[DB02900]** as proof of eligibility for the identity restoration services by Experian.

### ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS CREDIT 3B MEMBERSHIP:

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

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.
- **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.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Activate your membership today at: [www.experianidworks.com/3bcreditone](http://www.experianidworks.com/3bcreditone)  
or call 877-890-9332 to register with the activation code above.

**What you can do to protect your information:** There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration) for this information. If you have any questions about IdentityWorks, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-890-9332.

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## **MORE INFORMATION ON WAYS TO PROTECT YOURSELF**

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

*Equifax*, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

*Experian*, PO Box 2002, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

*TransUnion*, PO Box 2000, Chester, PA 19016, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

*Federal Trade Commission*, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)