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RECEIVED
AUG 07 2017
CONSUMER PROTECTION

August 4, 2017

VIA OVERNIGHT MAIL

Office of the Attorney General
33 Capitol St.
Concord, NH 03301

Re: Incident Notification

Dear Sir or Madam:

I am writing on behalf of our client, State Industrial Products ("State Industrial"), to notify you of a security incident involving a New Hampshire resident.

State Industrial, through its wholly-owned subsidiary Neutron Industries, operates the e-commerce platform neutronindustries.com. On June 26, 2017, the vendor that maintains neutronindustries.com notified State Industrial that the provider of web hosting services for the site identified suspicious code and subsequently disabled the site. Upon learning of this, State Industrial immediately launched an investigation and hired external security experts to assist. On July 24, 2017, the investigation determined that an unauthorized third party had inserted code onto the site that was designed to capture certain information as it was being entered on the check-out and user authentication pages from February 26, 2017 to June 25, 2017. The investigation determined that the code could have accessed the name, shipping and billing address, payment card number, expiration date, and card security code of one (1) New Hampshire resident. In addition, if the resident logged in or registered through the site's user authentication page, then the code may have also accessed their username and password.

On August 4, 2017, State Industrial will mail a notification letter via U.S. Mail to the New Hampshire resident in accordance with N.H. Rev. Stat. § 359-C:20(I)(a). Notification is being provided without delay. A copy of the consumer notification is enclosed with this letter.¹ State Industrial has also reminded the affected resident to remain vigilant to fraud by reviewing their account statements for any unauthorized activity. Additionally, State Industrial has

¹ 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

August 4, 2017

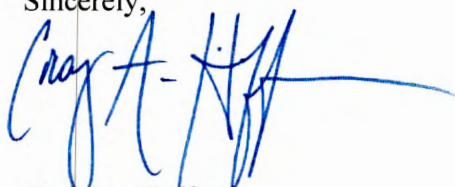
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recommended that the affected resident change their username and password on any sites for which they use the same combination of username and password that they use for their neutronindustries.com account.

To help prevent something like this from happening in the future, State Industrial removed the malicious code prior to re-launching the site with a different vendor in a different environment and has worked with the external security experts to implement enhanced security measures.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Craig A. Hoffman", with a long horizontal flourish extending to the right.

Craig A. Hoffman
Partner

Enclosure



Neutron Industries
c/o GCG
P.O. Box 10458
Dublin, OH 43017-4058

SMP1000002



Sample Customer
123 Sample St
Apt 2
Dublin, OH 43017 1234

August 4, 2017

Dear Sample Customer:

Neutron Industries values the relationship we have with our customers and understands the importance of protecting payment card information. Regrettably, we are writing to inform you of an incident that may have affected some of that information.

On June 26, 2017, the vendor that we worked with to develop and maintain our Neutron Industries e-commerce platform, neutronindustries.com, notified us that the company who hosts neutronindustries.com identified suspicious code and subsequently disabled the site. Upon learning of this, we immediately launched an investigation and hired external security experts to assist. On July 24, 2017, the investigation determined that an unauthorized third party had inserted code onto the site that was designed to capture certain information as it was being entered on the check-out and user authentication pages from February 26, 2017 to June 25, 2017.

The information that may have been accessed includes your name, shipping and billing addresses, payment card number, expiration date, and card security code (CVV). In addition, if you logged in or registered through the user authentication page, the code may have accessed the username and password you use for your account.

We remind you to review your payment card statements for any unauthorized activity. You should immediately report any unauthorized charges to your financial institution because the major credit card companies have rules that restrict them from requiring you to pay for fraudulent charges that are timely reported. The phone number to call is usually on the back of your payment card. In addition, if you have a user account on neutronindustries.com and you use the same username and password combination for any additional online accounts, we recommend that you change your password there as well. You should also review the additional information on the following page on ways to protect yourself.

We regret that this incident occurred, and apologize for any inconvenience. After we disabled the site, we removed the malicious code and worked with the external security experts to implement enhanced security measures before re-launching the site. The site is available for you to manage your account. If you have any questions, please call (866) 562-7371, Monday through Friday between 9:00 a.m. and 5:00 p.m. Eastern Time.

Sincerely,

A handwritten signature in blue ink that reads "Tiffany Moffat".

Tiffany Moffat
Director of Marketing

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

We remind you to 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 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, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, 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