



MULLEN
COUGHLIN^{LLC}
ATTORNEYS AT LAW

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

April 5, 2024

VIA E-MAIL

Office of the New Hampshire Attorney General
Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301
E-mail: DOJ-CPB@doj.nh.gov

Re: Notice of Data Event

To Whom It May Concern:

We represent Tandym Group, LLC (“Tandym”) located at 675 Third Avenue, 5th Floor, New York, New York 10017, and are writing to notify your office of an incident that may affect the security of certain personal information relating to four (4) New Hampshire residents. The investigation into this matter is ongoing, and this notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, Tandym 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 or about January 28, 2023 and again on or about May 30, 2023, Tandym became aware of suspicious activity related to a Tandym employee’s email account. Tandym immediately launched an investigation into the nature and scope of the incident with the assistance of cybersecurity specialists and determined that an unauthorized individual accessed a Tandym employee’s Microsoft Outlook account as well as Tandym’s iSolved system. Upon determination of access to the iSolved system, Tandym provided preliminary notice to all within that system out of an abundance of caution.

The information that could have been subject to unauthorized access includes

Notice to New Hampshire Residents

On or about April 5, 2024, Tandym provided written notice of this incident to four (4) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Tandym moved quickly to investigate and respond to the incident, assess the security of Tandym systems, and identify potentially affected individuals. Tandym is also working to implement additional safeguards and training to its employees. Tandym is providing access to credit monitoring services for _____, through TransUnion, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Tandym is providing impacted individuals with guidance on how to better protect against identity theft and fraud. Tandym is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents 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.

Tandym is providing written notice of this incident to relevant state regulators, as necessary, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at

Very truly yours,

Edward J. Finn of
MULLEN COUGHLIN LLC

EJF/aml
Enclosure

EXHIBIT A

Tandym Group, LLC
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998



April 5, 2024

Notice of Data Breach

Dear [REDACTED]:

Tandym Group, LLC (“Tandym”) writes to inform you of a recent event that may affect the security of your personal information. Although there is no indication that your information has been misused in relation to this event, we are providing you with information about the event, our response, and additional measures you can take to protect your information, should you feel it appropriate to do so.

What Happened? On May 30, 2023, Tandym became aware of suspicious activity related to a Tandym employee’s email account. We immediately launched an investigation into the nature and scope of the incident with the assistance of industry-leading cybersecurity specialists. The investigation determined that an unauthorized individual accessed an employee Microsoft Outlook account as well as our iSolved system on May 18, 2023. On or around January 12, 2024, we completed our review of the information that was stored in the impacted systems. Tandym is notifying you out of an abundance of caution.

What Information Was Involved? The review identified the following types of sensitive information relating to you were present:

What We Are Doing. We take this event and the security of information in our care seriously. Upon becoming aware of this event, we promptly took steps to investigate and respond, assess the security of our systems, and notify potentially affected individuals. Additionally, we are reviewing and enhancing our information security policies and procedures.

As an additional precaution, Tandym is providing you with access to **Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score** services at no charge. These services provide you with alerts for [REDACTED] from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the bureau. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services. Details of this offer and instructions on how to activate these services are enclosed with this letter.

What You Can Do. We encourage you to remain vigilant against suspicious activity, including incidents of identity theft and fraud by reviewing your account statements and monitoring your free credit reports (to the extent available in your jurisdiction) for suspicious activity and to detect errors. Please also review the enclosed *Steps You Can Take to Help Protect Your Personal Information*, which contains information on what you can do to safeguard against possible misuse of your information. You can also enroll in the credit monitoring services that are being offered, to the extent available in your country.

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For More Information. The confidentiality, privacy and security of your personal data is a priority at Tandym, and we thank you for your understanding. We can assure you that we have been doing, and will continue to do, everything we can to prevent this type of incident from occurring again.

If you have additional questions, please call our toll free hotline at 1-833-914-4807 Monday through Friday from 8:00 am to 8:00 pm Eastern Standard Time (excluding U.S. holidays).

Sincerely,

Tandym Group, LLC

Steps You Can Take to Help Protect Your Personal Information

To enroll in Credit Monitoring services at no charge, please log on to <https://secure.identityforce.com/benefit/tandym> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED].

In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

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 credit 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 fraud alert or 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	1-800-916-8800
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



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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 District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and oag@dc.gov.>>

<<*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 410-528-8662 or 888-743-0023; and www.oag.state.md.us. Tandym is located at 675 3rd Avenue, New York, NY 10017.>>

<<*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, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit “prescreened” offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. 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 www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 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; 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; 877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.>>

<<*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 10 Rhode Island residents impacted by this incident.>>