

BakerHostetler

Baker&Hostetler LLP

312 Walnut Street
Suite 3200
Cincinnati, OH 45202-4074

T 513.929.3400
F 513.929.0303
www.bakerlaw.com

Patrick H. Haggerty
direct dial: 513.929.3412
phaggerty@bakerlaw.com

December 7, 2021

VIA E-MAIL (DOJ-CPB@DOJ.NH.GOV)

Attorney General John M. Formella
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Formella:

We are writing on behalf of our client, Tom Wood Group (“TWG”), to notify you of a data security incident involving one New Hampshire resident.¹ TWG is an owner and operator of car dealerships and leasing agencies based in Indianapolis, Indiana.

On September 11, 2021, TWG identified a security incident that resulted in the unavailability of certain systems within its environment. TWG immediately began an internal investigation, a cybersecurity firm was engaged, and steps were taken to address the incident and restore operations. The investigation determined that an unauthorized person obtained access to TWG’s systems between September 1, 2021 and September 15, 2021. After further investigation, TWG discovered that certain files may have been acquired by the unauthorized person and determined that they may have contained certain information pertaining to individuals, one of whom was subsequently determined to be a New Hampshire resident, including the resident’s name, Social Security number, and driver’s license number.

Beginning today, TWG is providing a written notification letter to the New Hampshire resident via U.S. Mail. A sample copy of the notification letter is enclosed. TWG is offering the New Hampshire resident a one-year membership in complimentary credit monitoring, fraud consultation, and identity theft restoration services through Kroll. TWG has also established a dedicated call center that individuals may call with related questions and provide individuals with other steps they can take to protect their information.

¹ This notice does not waive TWG's objection that New Hampshire lacks personal jurisdiction over it regarding any claims related to this data security incident.

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To reduce the risk of a similar incident occurring in the future, TWG reset all network account passwords and has implemented additional safeguards and technical security measures to further protect personal information.

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

Sincerely,

A handwritten signature in purple ink, appearing to read "Patrick Haggerty". The signature is fluid and cursive, written in a professional style.

Patrick H. Haggerty

Partner

Enclosure



9820 Association Ct.
Indianapolis, IN 46280
(317) 574-0143
Fax: (317) 573-9895
TomWood.com

<<Date>> (Format: Month Day, Year)

<<first_name>> <<middle_name>> <<last_name>> <<suffix>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>
<<country>>

Dear <<first_name>> <<middle_name>> <<last_name>> <<suffix>>,

Tom Wood Group ("TWG") remains committed to protecting the privacy of our employees' information. We are contacting you because we recently addressed an incident that may have involved some of your information. This notice describes the incident, measures we have taken, and some steps that you may consider taking in response.

TWG identified a security incident on September 11, 2021 that resulted in the unavailability of certain systems within our environment. We immediately began to investigate, a cybersecurity firm was engaged, and steps were taken to address the incident and restore operations. Through our investigation, we determined that an unauthorized person obtained access to our systems between September 1, 2021 and September 15, 2021. After further investigation, we discovered that certain files that may have been acquired by the unauthorized person contained information relating to our self-insured health plan, and may have included your name, Social Security number, driver's license number, limited medical information, date of birth, and benefits information.

We wanted to notify you of this incident and assure you that we take it very seriously. We have secured the services of Kroll to provide identity monitoring at no cost to you for one year. Your identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration. For more information on Kroll Identity Monitoring, including instructions on how to activate your complimentary one-year membership, please visit the below website:

Visit <https://enroll.krollmonitoring.com> to activate and take advantage of your identity monitoring services.

You have until <<b2b_text_6(Activation Deadline)>> to activate your identity monitoring services.

Activation Number: <<Membership Number s_n>>

Please see the additional information provided with this letter for additional steps you may consider taking in response to the incident. We also recommend that you review any statements that you receive from your health insurer. If you identify any services you did not receive, please contact us or your health insurer immediately.

We sincerely regret that this incident occurred and apologize for any inconvenience or concern. To help prevent something like this from happening again, we have implemented additional safeguards and technical security measures to further protect employee data.

If you have any questions, please call (855) 912-1514, Monday through Friday, between 9:00 AM and 6:30 PM Eastern Time, excluding major U.S. holidays.

Sincerely,

A handwritten signature in black ink that reads 'John Wood'. The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

John Wood
Vice President



TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES

You have been provided with access to the following services from Kroll:

Triple Bureau Credit Monitoring

You will receive alerts when there are changes to your credit data at any of the three national credit bureaus—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

Fraud Consultation

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Identity Theft Restoration

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.

Kroll's activation website is only compatible with the current version or one version earlier of Chrome, Firefox, Safari and Edge.

To receive credit services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

ADDITIONAL STEPS YOU CAN TAKE

We remind you it is always advisable to be 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

Fraud Alerts and Credit or Security Freezes:

Fraud Alerts: There are two types of general fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years.

To place a fraud alert on your credit reports, contact one of the nationwide credit bureaus. A fraud alert is free. The credit bureau you contact must tell the other two, and all three will place an alert on their versions of your report.

For those in the military who want to protect their credit while deployed, an Active Duty Military Fraud Alert lasts for one year and can be renewed for the length of your deployment. The credit bureaus will also take you off their marketing lists for pre-screened credit card offers for two years, unless you ask them not to.

Credit or Security Freezes: You have the right to put a credit freeze, also known as a security freeze, on your credit file, free of charge, which makes it more difficult for identity thieves to open new accounts in your name. That's because most creditors need to see your credit report before they approve a new account. If they can't see your report, they may not extend the credit.

How do I place a freeze on my credit reports? There is no fee to place or lift a security freeze. Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting company. For information and instructions to place a security freeze, contact each of the credit reporting agencies at the addresses below:

- **Experian Security Freeze**, PO Box 9554, Allen, TX 75013, www.experian.com
- **TransUnion Security Freeze**, PO Box 2000, Chester, PA 19016, www.transunion.com
- **Equifax Security Freeze**, PO Box 105788, Atlanta, GA 30348, www.equifax.com

You'll need to supply your name, address, date of birth, Social Security number and other personal information.

After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

How do I lift a freeze? A freeze remains in place until you ask the credit bureau to temporarily lift it or remove it altogether. If the request is made online or by phone, a credit bureau must lift a freeze within one hour. If the request is made by mail, then the bureau must lift the freeze no later than three business days after getting your request.

If you opt for a temporary lift because you are applying for credit or a job, and you can find out which credit bureau the business will contact for your file, you can save some time by lifting the freeze only at that particular credit bureau. Otherwise, you need to make the request with all three credit bureaus.

Additional Information for Residents of the Following States:

North Carolina: You may contact and obtain information from your state attorney general at: *North Carolina Attorney General's Office*, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov.