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RECEIVED

APR 29 2020

CONSUMER PROTECTION

March 25, 2020

**Via Regular U.S. Mail**

Attorney General of the State of New Hampshire  
Office of the Attorney General  
33 Capital Street  
Concord, NH 03301

Re: Notification of a Computer Security Incident

Dear Attorney General:

In accordance with N.H. Rev. Stat. Ann. Section 359-C:20, this notice is provided to provide you written notice regarding the nature and circumstances of a recent event that may constitute a data breach.

We represent Total Quality Logistics, LLC ("TQL") in connection with a recent incident that may constitute a data breach. On Sunday, February 23, 2020, Total Quality Logistics, LLC ("TQL") discovered that there had been unauthorized access to two of its external facing web applications, which compromised the security of its online portals for customers and carriers. Unauthorized users gained access to certain customer/carrier information, including email addresses, first and last names, bank account information, mobile phone numbers, tax ID numbers/social security numbers, and internal customer ID numbers. We do not have any evidence of information that this information has been used fraudulently. We believe the breach occurred in October 2019.

Their systems have been thoroughly vetted, and any vulnerabilities that were attacked have been repaired. Their systems were put through vigorous penetration testing by their IT teams and a third-party vendor, and they are continuing to work with an expert cyber security firm to ensure there are no additional vulnerabilities. Further, federal law enforcement (SS and FBI) has been notified and TQL are working with internal fraud and theft prevention teams as well as a third-party expert to investigate.

Notifications to New Hampshire affected residents were sent via U.S. Mail, including an offer of one year of credit monitoring/identify theft protection, on March 25, 2020. A template copy of that notice is included. Notification was not delayed due to a law enforcement investigation. The incident affected 11 New Hampshire residents.

New Hampshire Attorney General  
March 25, 2020  
Page 2

DICKINSON WRIGHT PLLC

Should you have any questions or concerns, please let me know.

Sincerely,

*/s/ Sara H. Jodka*

Sara H. Jodka

SHJ:slj

4839-3009-5800 v1 [81774-39]



<<Client First Name>> <<Client Last Name>> <<Date>> (Format:  
Month Day, Year)  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip Code>>

## Notice of Data Breach

Dear <<First Name>> <<Last Name >>,

We are writing to tell you about a data security incident that occurred at Total Quality Logistics, LLC that may have exposed certain of your personal information to unauthorized intruders.

### What Happened and What Information was Involved

On Sunday, February 23, 2020, we discovered that there had been unauthorized access to two of our external facing web applications, which compromised the security of our online portals for customers and carriers. Unauthorized users gained access to certain customer/carrier information, including email addresses, first and last names, bank account information, mobile phone numbers, tax ID numbers/social security numbers, and internal customer ID numbers. We do not have any evidence of information that this information has been used fraudulently.

### What We Are Doing to Protect You

Our systems have been thoroughly vetted, and any vulnerabilities that were attacked have been repaired. Our systems were put through vigorous penetration testing by our IT teams and a third-party vendor, and we continue to work with an expert cyber security firm to ensure there are no additional vulnerabilities. Further, federal law enforcement (SS and FBI) has been notified and we are working with our internal fraud and theft prevention teams as well as a third-party expert to investigate.

In order to help relieve any such concerns and restore confidence following this incident, we have contracted with NortonLifeLock, Inc. to make available at no cost to you for one (1) year its **LifeLock Defender™ Choice** solution. You may be aware, NortonLifeLock, Inc. is an industry leader in providing credit and identity theft monitoring and remediation services and products. Their incident response team has extensive experience in assisting people who have sustained an unintentional exposure of their personal information. **LifeLock Defender™ Choice** is specifically designed to protect your personal information as well as your financial standing and personal identity. In the unlikely event that you are impacted by this incident, NortonLifeLock, Inc. will take all steps necessary to respond to, remediate and rectify the situation.

### To activate your membership online and get protection at no cost to you:

1. In your web browser, go directly to [www.LifeLock.com](http://www.LifeLock.com). Click on the yellow “**START MEMBERSHIP**” button (*do not attempt registration from a link presented by a search engine*).
2. You will be taken to another page where, below the FOUR protection plan boxes, you may enter the **Promo Code:** [REDACTED] and click the “**APPLY**” button.
3. On the next screen, enter your **Member ID:** <<MEMBER ID>> and click the “**APPLY**” button.
4. Your complimentary offer is presented. Click the red “**START YOUR MEMBERSHIP**” button.
5. Once enrollment is completed, you will receive a confirmation email (*be sure to follow ALL directions in this email*).

**You will have until June 30<sup>th</sup>, 2020 to enroll in this service.**

Once you have completed the LifeLock enrollment process, the service will be in effect. Your **LifeLock Defender™ Choice** membership includes:

- ✓ Primary Identity Alert System<sup>†</sup>
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring<sup>\*\*</sup>
- ✓ Norton™ Security Deluxe<sup>2</sup> (90 Day Free Subscription)
- ✓ Stolen Funds Reimbursement up to \$25,000<sup>†††</sup>
- ✓ Personal Expense Compensation up to \$25,000<sup>†††</sup>
- ✓ Coverage for Lawyers and Experts up to \$1 million<sup>†††</sup>
- ✓ U.S.-Based Identity Restoration Team
- ✓ One-Bureau Credit Monitoring<sup>1\*\*</sup>
- ✓ Annual One-Bureau Credit Report & Credit Score<sup>1\*\*</sup>

The credit score provided is a VantageScore 3.0 credit score based on Equifax data. Third parties use many different types of credit scores and are likely to use a different type of credit score to assess your creditworthiness.

We are also providing you with the attached Recommended Steps to help Protect your Information, which identifies other measures that you can take to protect yourself from identity theft. It also includes contact information for the Federal Trade Commission, state Attorneys General, and the three major credit bureaus, should you wish to contact them as well.

### What You Can Do

In addition to utilizing the LifeLock solution, which we strongly encourage you to take advantage of, we also caution you to be vigilant in protecting your personal information. By way of example, you might change all of your website and computer passwords, check your bank and credit card statements to see if there have been any unusual or unauthorized transactions or activity, and take similar remedial measures that only you can do, as suggested on the attached document

Please rest assured that our employees' and their families' well-being and the security of your personal information are our highest priorities. We apologize for any inconvenience this incident may cause you and thank you for your understanding and patience.

### For More Information

If you have any questions or need additional information about this notice, we have set up a dedicated support line please contact our hotline at 800-822-5980 or email [CarrierHotline@tql.com](mailto:CarrierHotline@tql.com).

Sincerely,

Kerry Byrne, President  
Total Quality Logistics, LLC  
4289 Ivy Pointe Blvd. Cincinnati, Ohio 45245

<sup>1</sup> If your plan includes credit reports, scores, and/or credit monitoring features ("Credit Features"), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.

No one can prevent all identity theft or cybercrime. <sup>†</sup> LifeLock does not monitor all transactions at all businesses.

<sup>2</sup>Norton Security Online provides protection against viruses, spyware, malware, and other online threats for up to 5 PCs, Macs, Android devices. Norton account features not supported in this edition of Norton Security Online. As a result, some mobile features for Android are not available such as anti-theft and mobile contacts backup. iOS is not supported.

<sup>\*\*</sup> These features are not enabled upon enrollment. Member must take action to get their protection.

<sup>†††</sup> Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Defender Choice. And up to \$1 million for coverage for lawyers and experts if needed, for all plans. Benefits provided by Master Policy issued by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: [LifeLock.com/legal](http://LifeLock.com/legal).



## Recommended Steps to Help Protect Your Information

It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

You can obtain information from the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft. The FTC can be reached at:

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

**Fraud Alerts:** You can place fraud alerts with the three major credit bureaus by phone and also via their websites. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below. Placing a fraud alert does not damage your credit or credit score. Additional information may be obtained from [www.annualcreditreport.com](http://www.annualcreditreport.com).

**Monitoring:** You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

**Security Freeze:** You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a small fee to place, life, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax P.O. Box 740241 Atlanta, GA 30374-0241 800-525-6285 <a href="http://www.freeze.equifax.com">www.freeze.equifax.com</a>	Experian P.O. Box 9532 Allen, TX 75013 888-397-3742 <a href="http://www.experian.com/freeze">www.experian.com/freeze</a>	TransUnion P.O. Box 2000 Chester, PA 19022 800-680-7289 <a href="http://freeze.transunion.com">http://freeze.transunion.com</a>
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### State Law Information

**If you live in Iowa, please read the additional notice below that applies to you:**

State laws advise you to report any suspected identity theft to law enforcement or to the Attorney General. For more information on identity theft, you can contact local law enforcement or the Iowa Attorney General's Office:

Hoover State Office Building  
1305 E. Walnut Street  
Des Moines, IA 50319  
1-515-281-5926  
[www.iowaattorneygeneral.gov/for-consumers/general-consumer-information/identity-theft](http://www.iowaattorneygeneral.gov/for-consumers/general-consumer-information/identity-theft)

**If you live in Maryland, please read the additional notice below that applies to you:**

You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

Office of the Attorney General  
200 St. Paul Place  
Baltimore, MD 21202  
1-888-743-0023

www.marylandattorneygeneral.gov

**If you live in New York please read the additional notice below that applies to you:**

For more information on identity theft, you can contact the New York Department of State's Division of Consumer Protection:

99 Washington Avenue, Albany, NY 12231-0001  
1-800-697-1220  
[www.dos.ny.gov/consumerprotection/identity\\_theft/index.htm](http://www.dos.ny.gov/consumerprotection/identity_theft/index.htm)

**If you live in North Carolina, please read the additional notice below that applies to you:**

You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

North Carolina Attorney General  
Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(919) 716-6400  
<http://www.ncdoj.gov/Help-for-Victims/ID-Theft-Victims.aspx>

**If you live in Oregon, please read the additional notice below that applies to you:**

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission. You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

Oregon Attorney General  
Department of Justice – Consumer Protection  
1162 Court Street NE  
Salem, OR 97301  
(877) 877-9392  
<https://www.doj.state.or.us/consumer-protection/id-theft-data-breaches/data-breaches>

**If you live in Rhode Island, please read the additional notice below that applies to you:**

You can obtain information from your state's Attorney General Office about steps you can take to prevent identity theft.

Rhode Island Attorney General  
Consumer Protection Unit  
150 South Main Street  
Providence, RI 02903  
(401) 274-4400  
<http://www.riag.ri.gov/consumerprotection/about.php>

You have the right to obtain a copy of the police report.