

# JONES DAY

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August 4, 2021

VIA EMAIL (DOJ-CPB@DOJ.NH.GOV)

Consumer Protection Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

Re: Data Security Incident

To Whom It May Concern:

We are outside legal counsel to Transtar Industries Inc. (“Transtar” or “company”). I am writing to notify you that the company suffered a data security incident involving the personal information of New Hampshire residents.

Transtar is a business-to-business distributor of automotive products. The company resides in the State of Ohio, and its principal place of business is located at 7350 Young Dr., Walton Hills, Ohio 44146.

On January 9, 2021, the company learned of an unauthorized access to its systems by unknown person(s). With the assistance of outside experts, the company’s investigation revealed that bad actors retrieved some company files on or prior to January 9, 2021. The exact date these files were taken cannot be determined at this time.

On June 23, 2021, the company determined that the personal information of 52 New Hampshire residents was affected, including the residents’ social security numbers and/or driver’s license numbers. Transtar worked diligently to determine the contact information for these individuals in July 2021 and will be notifying the residents by mail on August 4, 2021.

Transtar is offering affected residents credit monitoring and identity protection services through Experian IdentityWorks free of charge for a period of two years.

The company has taken steps to secure its network, including a system-wide password reset and additional network security measures. Transtar intends to continue to enhance its security measures and protocols to help protect against these threats.

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A sample of the notification letter sent to the affected residents is attached. If you have any questions, please contact me.

Sincerely,



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Mauricio Paez

Enclosure



Return Mail Processing  
PO Box 999  
Suwanee, GA 30024

32 1 9108 \*\*\*\*\*AUTO\*\*ALL FOR AADC 150

SAMPLE A. SAMPLE - Version 1

APT ABC



123 ANY ST

ANYTOWN, US 12345-6789



August 4, 2021

Re: Notice of Data Breach

Dear Sample A. Sample:

We are writing to notify you of a security incident involving your personal information. We are providing below details of what happened and information on steps you can take to minimize the risk to you. We are taking this matter very seriously and sincerely regret this incident and any concern it may cause you.

***What Happened***

A third party accessed Transtar’s systems environment without authorization and obtained some company files on or prior to January 9, 2021. After reviewing the affected files, on June 23, 2021 we determined that some of your personal information was affected.

***What Information Was Involved***

The information involved in the incident included your [Extra1].

***What We Are Doing***

We conducted a thorough investigation of this incident with the assistance of outside experts. We took prompt steps to contain the incident and to further secure our network, including a system-wide password reset and additional security measures to enhance network security. While the investigation is ongoing, we have determined the scope of the data compromised and are notifying individuals whose personal information was affected.

We will continue to enhance our security measures and protocols to help protect against future incidents.

***What You Can Do***

We recommend that you remain vigilant and take steps to protect against identity theft or fraud, including monitoring your accounts and free credit reports for signs of suspicious activity. The enclosed document titled “Additional Resources” explains how to obtain a free credit report and provides other guidance that we encourage you to review.

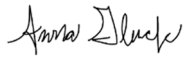
To further protect your identity, we are offering a complimentary two-year membership with Experian's IdentityWorks, which provides credit monitoring and identity theft resolution services. To activate your membership, visit <https://www.experianidworks.com/credit> by October 31, 2021 (your code will not work after this date) using activation code: **ABCDEFGHI**.

If you have any questions about the services, please contact Experian's customer care team at (855) 246-9432, Monday–Friday from 9 a.m. to 11 p.m. ET or Saturday–Sunday from 11 a.m. to 8 p.m. ET by October 31, 2021. Please be prepared to provide engagement number **B016875** as proof of eligibility for the identity restoration services by Experian. The enclosed document titled “Additional Details Regarding Your IdentityWorks Membership” provides more information on how to take advantage of this additional protection.

### **For More Information**

If you have any questions or concerns, please contact me by telephone at (440) 201-8120 or by email at [anna.gluck@transtar1.com](mailto:anna.gluck@transtar1.com).

Sincerely,



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Anna Gluck  
Vice President, Human Resources  
Transtar Industries Inc.

## ADDITIONAL RESOURCES

Under the federal Fair Credit Reporting Act (“FCRA”), you are entitled to one free copy of your credit report every 12 months from each of the three nationwide credit reporting agencies. You may obtain a free copy of your credit report from each of the following three credit reporting agencies by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling 1-877-322-8228. You can request information regarding fraud alerts, security freezes, and identity theft from the following credit reporting agencies:

- **Experian**, <https://www.experian.com/help>, 1-888-397-3742, P.O. Box 9554, Allen, TX 75013
- **TransUnion**, <https://www.transunion.com/credit-help>, 1-888-909-8872, P.O. Box 2000, Chester, PA 19016-2000
- **Equifax**, <https://www.equifax.com/personal/credit-report-services>, 1-800-685-1111, P.O. Box 105788, Atlanta, GA 30348

You can contact these credit bureaus to place a “fraud alert” on your credit file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. When one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. You also have other rights under the FCRA. For further information about your rights under the FCRA, please visit: [http://files.consumerfinance.gov/f/201410\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201410_cfpb_summary_your-rights-under-fcra.pdf).

A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. You can request a security freeze free of charge from each of the three major consumer reporting agencies online, by telephone, or by mail via the contact information listed above. To place a security freeze, you may need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
- Social Security number
- Date of birth
- The addresses where you have lived over the prior five years
- Proof of current address such as a current utility bill or telephone bill
- A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.)

You can also receive information from the Federal Trade Commission (“FTC”) regarding fraud alerts, security freezes, your rights under the Fair Credit Reporting Act, and how to avoid and report identity theft: FTC Identity Theft Clearinghouse, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580, [consumer.ftc.gov](http://consumer.ftc.gov), 1-877-438-4338.

You may report suspected identify theft to law enforcement, including your state Attorney General and the FTC.

### Additional Information:

- **Iowa residents** are advised to report any suspected identity theft to law enforcement or to the Office of the Attorney General of Iowa, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, Iowa 50319-0106, [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov), 1-888-777-4590.
- **Maryland residents** may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023 for information about preventing identity theft.
- **New York residents** may contact the New York State Office of the Attorney General for more information about identity theft prevent and protection information: <https://ag.ny.gov/consumer-frauds-bureau/identity-theft>, 1-800-771-7755. New York residents also may contact the New York Department of State Division of Consumer Protection: <https://www.dos.ny.gov/consumerprotection>, 1-800-697-1220.

- **North Carolina residents** may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226 for information about preventing identity theft.
- **Oregon residents** are advised to report any suspected identity theft to law enforcement, the FTC, and the Oregon State Office of the Attorney General: <https://www.doj.state.or.us>, 1-877-877-9392, 1162 Court St. NE, Salem, OR 97301.
- **Rhode Island residents** may contact the Rhode Island State Office of the Attorney General: [www.riag.ri.gov](http://www.riag.ri.gov), 1-401-274-4400, 150 South Main Street, Providence, Rhode Island 02903. In Rhode Island, you may file or obtain a police report. We are notifying three Rhode Island residents of this incident.
- Contact information for the other Attorneys General is available at [www.naag.org/current-attorneysgeneral.php](http://www.naag.org/current-attorneysgeneral.php).

### **ADDITIONAL DETAILS REGARDING YOUR IDENTITYWORKS MEMBERSHIP**

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

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

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at (855) 246-9432. If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for two years from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

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

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.