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MAR 28 2022

CONSUMER PROTECTION

Zachary S. Heck
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March 25, 2022

VIA FEDERAL EXPRESS

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

Re: The Tranzonic Companies

Dear Mr. Formella:

Our client, The Tranzonic Companies (“Tranzonic”) is providing this notice of a security incident as required under New Hampshire Revised Stat. Ann. §359-C:20, et. seq.

On November 27, 2021, Tranzonic first learned of a security incident that disrupted access to Tranzonic information systems (the “Incident”). The disruption to Tranzonic information systems lasted from November 27, 2021 until access was restored on December 7, 2021. Upon discovery of the Incident, Tranzonic immediately engaged a trusted third-party forensics firm to assist in ending the disruption to Tranzonic information systems as well as understanding the scope and impact of the Incident. Based on its investigation, Tranzonic learned that the attack was made possible by an unauthorized individual through malicious software on Tranzonic’s internal systems and that the initial instance of unauthorized access began on November 17 2021. Tranzonic has worked with its third-party forensics firm to secure all systems, remediate any risks, and successfully and securely bring its systems back online, while adopting additional technical and organizational tools to address system vulnerabilities.

On March 18, 2022, Tranzonic learned that in addition to the disrupted access to Tranzonic information systems, the Incident may have also resulted in the unauthorized access, viewing, or removal of personal information relating to 14 New Hampshire residents from Tranzonic systems. Once aware of the Incident and its potential impact on personal information, Tranzonic began analyzing the impacted files to better

Attorney General John M. Formella
March 25, 2022
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understand what personal information was potentially at risk, and provide notice to individuals and governmental authorities, as applicable.

Tranzonic will be providing notification to 14 New Hampshire residents in substantially the same form as the document enclosed with this letter. The enclosed letter provides a brief description of the Incident, the information compromised, information about Tranzonic's response to the Incident, and steps consumers can take to protect themselves. These written notices will be mailed to affected individuals beginning March 25, 2022. We anticipate New Hampshire residents will receive the notice by approximately March 28, 2022.

Should you have any questions about this matter, please do not hesitate to contact me.

Very truly yours,



Zachary S. Heck

ZSH:Imb
Enclosure – Sample Notice Letter

73100420v1

Return Mail Processing
PO Box 999
Suwanee, GA 30024

March 25, 2022

19 1 5742 *****SNGLP

SAMPLE A. SAMPLE - L01

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



Dear Sample A. Sample:

Notification of Security Incident

The Tranzonic Companies (“Tranzonic”) take the security and protection of your personal information seriously. We are providing you with this letter to make you aware of a security incident that may have resulted in the unauthorized access or viewing of your personal information.

What Happened

On November 27, 2021, we first learned of a security incident that disrupted access to Tranzonic information systems (the “Incident”). The disruption to Tranzonic information systems lasted from November 27, 2021 until access was restored on December 7, 2021. Upon discovery of the Incident, Tranzonic immediately engaged a trusted third-party forensics firm to assist in ending the disruption to Tranzonic information systems as well as understanding the scope and impact of the Incident. Based on our investigation, we learned that the attack was made possible by an unauthorized individual through malicious software on our internal systems and that the initial instance of unauthorized access began on November 17 2021. We have worked with our third-party forensics firm to secure all systems, remediate any risks, and successfully and securely bring our systems back online, while adopting additional technical and organizational tools to address system vulnerabilities. On March 18, 2022, Tranzonic learned that in addition to the disrupted access to Tranzonic information systems, the Incident may have also resulted in the unauthorized access, viewing, or removal of your personal information from our systems. Once aware of the Incident and its potential impact on personal information, we began analyzing the impacted files to better understand what personal information was potentially at risk, and provide notice to individuals and governmental authorities, as applicable.

What Information Was Involved

Although Tranzonic has confirmed unauthorized access to its information systems between November 17, 2021 and December 7, 2021, there is no conclusive evidence that the intruder has used any of the accessible personal information. We are informing you that the intruder may have accessed, viewed, or removed from our systems the following categories of personal information: first and last name; mailing address; date of birth; and Social Security number/national ID number.

What We Did and What We Are Doing

Upon learning of the Incident, we immediately took protective measures to understand the Incident’s scope and to secure our systems and data. We engaged a third-party forensics firm to investigate the Incident, identify the root cause, and determine the scope of accessible information. We have carefully brought our systems back online, and we continue to closely monitor our network and information systems for unusual activity. Additionally, we are continuing our due diligence efforts, including engaging as appropriate, additional resources and experts and evaluating the extent of risk to personal information.

We will continue to implement the recommendations from our third-party forensics firm to further improve Tranzonic’s administrative, technical, and physical safeguards.

What You Can Do

We sincerely regret any concern this causes you and any inconvenience resulting from this Incident. Although we have not received reports or indication of such activity, the risks related to unauthorized use of sensitive information, such as Social Security numbers or bank accounting numbers and routing numbers, may include identity theft, financial fraud, and tax fraud. We encourage you to remain vigilant in reviewing activity on all accounts in which you keep sensitive information, including your credit files. We will continue to keep you posted on any applicable updates.

Please also take care and attention when submitting tax returns to protect against possible fraudulent submissions made on your behalf. To assist you in this effort, we have provided complimentary credit monitoring and ID theft prevention services through Experian. You can access those benefits by following the instructions in the attached letter from Experian.

If you have concerns about identity theft, you can contact local law enforcement and file a police report. You can also contact your state's Attorney General, as well as the Federal Trade Commission or one of the credit bureaus for more information about how to protect your identity.

For More Information

You can place an identity theft/fraud alert, get credit freeze information for your state, or order a free credit report by calling any of the following credit reporting agencies at one of the phone numbers listed below or visiting their respective websites.

Equifax - <u>1-888-766-0008</u> P.O. Box 740256 Atlanta, GA 30348 https://www.equifax.com/personal/credit-report-services/	Experian - <u>1-888-397-3742</u> P.O. Box 4500 Allen, TX 75013 https://www.experian.com/help/	Trans Union - <u>1-800-680-7289</u> P.O. Box 2000 Chester, PA 19022 https://www.transunion.com/credit-help
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Credit Reports. You can request credit reports be sent to you free of charge from all three credit bureaus. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Thieves may hold stolen information to use at different times. Periodically checking your credit reports can help you spot problems and address them quickly.

Fraud Alerts. You can place a fraud alert with the credit bureaus free of charge. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Contact any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. The initial fraud alert stays on your credit report for one year. You can renew it after one year.

Security Freeze. Under state law, a security freeze (or a credit freeze) prohibits a credit bureau from releasing any information from a consumer's credit report without written authorization. There is no fee associated with freezing or thawing your credit. The process of freezing your credit takes only a few minutes. You must contact each credit bureau individually to freeze your credit with each bureau. To place a security freeze, you may need to provide the following information:

1. Your full name;
2. Social Security number;
3. Date of birth;
4. Mobile number;
5. Current postal address;
6. Email address; and
7. Any other information that the credit bureau may require.

The credit bureaus have one business day after your request to place a security freeze if made by telephone or secure electronic means. If the request is made by mail, the credit bureaus have three business days. The credit bureaus must also send written confirmation to you within five business days.

To lift the security freeze, in order to allow a specific entity or individual access to your credit report, you must apply online, call, or send a written request to the credit bureaus by mail. When you contact a credit bureau to lift the security freeze, you will need to include proper identification (name, address, and Social Security number) and the PIN number or password that was provided to you (if provided) when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. If you request a credit thaw online or by phone, the credit bureaus are required by law to complete the request within one hour. If you request the thaw by regular mail, the credit bureaus have three business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

The Federal Trade Commission (FTC) provides more information about how to protect your identity at either <https://www.ftc.gov/> or <https://www.identitytheft.gov/>. You may also find additional information on any applicable rights under the Fair Credit Reporting Act. You can contact the FTC using the information below.

Federal Trade Commission - 1-202-326-2222
 Bureau of Consumer Protection
 600 Pennsylvania Avenue, NW
 Washington, DC 20580

<p><u>For Maryland Residents:</u> You may also contact the Maryland Attorney General's Office for more information about how to protect your identity by using the information below:</p> <p>Attorney General Brain E. Frosh 200 St. Paul Place Baltimore, MD 21202 Phone: 410-528-8662 Website: https://www.marylandattorneygeneral.gov/</p>	<p><u>For New York Residents:</u> You may also contact the New York Attorney General's Office for more information about how to protect your identity by using the information below:</p> <p>Attorney General Letitia James Toll Free Phone Number: (800) 771-7755 Website: https://ag.ny.gov/</p>
<p><u>For North Carolina Residents:</u> You may also contact the North Carolina Attorney General's Office for more information about how to protect your identity by using the information below:</p> <p>Attorney General Josh Stein 9001 Mail Service Center Raleigh, NC 27699-9001 Toll Free in NC: 1-877-566-7226 Outside NC: 919-716-6000 Website: https://ncdoj.gov/</p>	<p><u>For Washington D.C. Residents:</u> You may also contact the Washington D.C. Attorney General's Office for more information about how to protect your identity by using the information below:</p> <p>Attorney General Karl A. Racine 400 6th St. NW Washington, D.C. 20001 Phone: (202)-727-3400 Website: https://oag.dc.gov/</p>

Again, we sincerely regret that this Incident has occurred. If you have any questions, please contact us at:

Contact: The Tranzonic Companies
 Email: itsecurity@tranzonic.com
 Telephone: (833) 256-3153
 Address: 26301 Curtiss Wright Pkwy, Cleveland, OH 44143

Sincerely,



Patrick Fitzmaurice
 Chief Financial Officer

Experian – Credit Monitoring Information

To help protect your identity, we are offering a complimentary [12/24]-month membership of Experian's® IdentityWorksSM. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: June 30, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/credit>
- Provide your **activation code: ABCDEFGHI**

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at **(833) 256-3153** by **June 30, 2022**. Be prepared to provide engagement number [Engagement Number] as proof of eligibility for the identity restoration services by Experian.

Additional details regarding your [12/24]-month Experian 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 file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents 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 (888) 292-0035. 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 [12/24] months 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. You will also find self-help tips and information about identity protection at this site.