

**BakerHostetler**

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CONSUMER PROTECTION

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December 12, 2017

**VIA OVERNIGHT MAIL**

Joseph Foster  
Office of the Attorney General  
33 Capitol St  
Concord, NH 03301

*Re: Incident Notification*

Dear Attorney General Foster:

Our client, U-Haul Co. of California (“U-Haul”), was notified of a possible incident involving certain U-Haul customers who reserved and/or rented equipment from Solo Tire, an independent U-Haul dealer in Orange, California. U-Haul immediately launched an internal investigation and hired a forensic security firm to assist in their investigation. Findings from their investigation suggest that one computer workstation at this dealership had been infected with malware designed to target payment card information, but which may have also accessed other rental information.

U-Haul submits this notice after learning that for some customers who reserved and/or rented from Solo Tire from January 10, 2017 through October 16, 2017, information associated with that equipment rental may have been obtained by an unauthorized third party. This information may have included the name, address, phone number, email address, driver’s license number, birth date, and payment card number and expiration date for one (1) New Hampshire resident.

U-Haul began notifying individuals by U.S. Mail on December 12, 2017 in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the document enclosed herewith.<sup>1</sup> U-Haul is also offering affected individuals one year of identity theft protection services through Experian and has provided a dedicated phone number to answer any questions that individuals may have regarding the incident.

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<sup>1</sup> This report is not, and does not constitute, a waiver of personal jurisdiction.

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To help prevent something like this from happening again, U-Haul is taking steps to enhance their existing security protocols and working closely with Solo Tire to improve the security of their system and to monitor for subsequent attacks. U-Haul continues to coordinate with their independent dealers and employees in order to re-emphasize the importance of protecting customers' information.

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

Sincerely,

A handwritten signature in cursive script that reads "M. Scott Koller".

M. Scott Koller  
Counsel

Enclosure

## U-HAUL CO. OF CALIFORNIA LETTERHEAD

DECEMBER 11, 2017

<<Customer Name>>

<<Address>>

<<City>>, <<State>> <<Zip>>

Dear <<Customer Name>>:

We are writing to provide you with information about a data incident involving Solo Tire, a dealer of U-Haul Co. of California ("U-Haul"), where some of your data may have potentially been obtained by an unauthorized individual. We are contacting you to provide information about steps we have taken to protect your personal information, some additional steps you should consider, and where to go to get additional help or information. We are truly sorry for any inconvenience this incident causes you.

### **What Happened**

U-Haul Company was notified of a possible incident involving certain U-Haul customers who reserved and/or rented equipment from Solo Tire, an independent U-Haul dealer in Orange, California. U-Haul immediately launched an internal investigation and hired a forensic security firm to assist in the investigation. Findings from our investigation suggest that one computer workstation at this dealership had been infected with malware designed to target payment card information, but which may have also accessed other rental information.

### **What Information Was Involved**

For customers who reserved and/or rented from Solo Tire from January 10, 2017 through October 16, 2017, information associated with that equipment rental may have been obtained by an unauthorized third party. This information may have included your name, address, phone number, email address, driver's license number, birth date, and payment card number and expiration date. We are notifying you because you made or attempted to make an equipment reservation/rental from this location during this period using a payment card(s) ending in <<Cards Last 4>>. Our investigation has determined that this incident was contained at the Solo Tire location and has not affected the corporate U-Haul network and customer data in our system.

### **What We Are Doing**

Upon notification of the incident, we immediately implemented procedures to eliminate the threat. We have worked closely with Solo Tire to improve the security of their system and to monitor for subsequent attacks. We continue to coordinate with both our independent dealers and our own employees in order to re-emphasize the importance of protecting customers' information.

Out of an abundance of caution, we are also offering a complimentary one-year membership of Experian's® IdentityWorks<sup>SM</sup> Credit 3B. This product helps detect possible misuse of your personal information and provides you with support focused on the identification and resolution of identity theft.

### **What You Can Do**

In light of this development, we recommend that you monitor your account statements for any unauthorized activity and report any suspected fraud immediately. Card network rules generally provide that cardholders are not responsible for unauthorized charges that are reported promptly.

We also encourage you to take advantage of the identity theft protection services being offered. Please see the section that follows this notice for instructions on how to activate your complimentary one-year membership and additional steps you may take to protect your information.

**For More Information**

Your confidence and trust are extremely important to us, and we apologize for and deeply regret any inconvenience or concern this may cause. If you have any questions, please call 1-800-682-3525 or email [securityincident@uhaul.com](mailto:securityincident@uhaul.com) seven days a week from 8:00am to 8:00pm Arizona time.

Sincerely,



Brandon Williams  
Vice President, U-Haul Co. of California



Raymond Gilinsky  
Owner, Solo Tire

## ADDITIONAL DETAILS REGARDING EXPERIAN IDENTITYWORKS CREDIT 3B

To activate your complimentary one-year membership:

1. Ensure that you **enroll by: 3/14/18** (Your code will not work after this date.)
2. Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcreditone>
3. Provide your **activation code**: <<Code>>

If you have questions about the product, need assistance with fraud issues and/or identity restoration, or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 877-288-8057. Be prepared to provide engagement number **DB04458** as proof of eligibility for the identity restoration services.

A credit card is **not** required for enrollment in Experian IdentityWorks Credit 3B.

### Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your financial statements for any unauthorized activity. Contact information for the three nationwide credit reporting agencies is as follows:

#### **Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
(800) 685-1111

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
(888) 397-3742

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19016  
[www.transunion.com](http://www.transunion.com)  
(800) 916-8800

You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 877-322-8228.

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. Contact information for the Federal Trade Commission is as follows:

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

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 report in case you are asked to provide copies to creditors to correct your records.