



July 21, 2023

Via email: DOJ-CPB@doj.nh.gov

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

Dear John M. Formella:

We are informing you of a recent data security incident (“Matter”) that concerned the personal information (collectively the “Information”) of individuals associated with our client, UnTapped LLC (“UnTapped” or “company”). There is currently no evidence to indicate actual misuse of the Information. However, out of an abundance of caution and in compliance with state law, we are reporting this Matter.

What Happened?

On or about April 12, 2023, UnTapped became aware of unusual activity concerning logins to their website and alerted their third party provider. On or about April 28, 2023, their third party provider became aware that the website may contain unauthorized code. UnTapped’s third party provider engaged their incident response process and investigated the Matter. UnTapped engaged their incident response process and remained in communication with the third party provider. On or about June 15, 2023, their third party provider’s investigation revealed that some data, including personal information, may have been impacted and completed a further investigation to confirm. That investigation concluded on July 7, 2023, and UnTapped concluded that personal information may have been impacted. Therefore, as required under state breach notification laws, UnTapped provided notice to the affected individuals. The total number of affected individuals was 487. Of the total, 26 individuals are New Hampshire residents. Notice to affected individuals was completed on July 21, 2023.

What Information was Involved?

What mitigation steps were taken?

Upon learning of the Matter, as set forth above, UnTapped engaged their incident response team, which investigated the Matter, remained in communication with their third-party provider, and took a number of risk mitigation steps. In addition, UnTapped engaged data security professional experts to assist in the investigation. UnTapped changed login credentials and implemented various security measures.

UnTapped also secured credit monitoring services to provide identity and credit monitoring services for . These services are provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

Please let us know if you have any additional questions.

Very truly yours,

The Beckage Firm

By:

Shawn M.B. Ford, LL.M., Esq.
Member, IR Group Lead

<Return Name>
c/o Cyberscout
<Return Address>
<City> <State> <Zip>

<FirstName> <LastName>
<Address1>
<Address2>
<City><State><Zip>

Notice of Data Breach

July xx, 2023

Dear <First Name> <Last Name>,

We write to inform you of a recent data security incident (“Matter”) that may concern some of your personal information (collectively the “Information”). While we currently have no evidence of actual misuse of your Information, we are sharing what we know about the Matter, our response to it, and steps you can take to help protect your personal Information.

What Happened?

On or about April 12, 2023, we became aware of unusual activity concerning logins to our website, and we alerted our third party provider. On or about April 28, 2023, our third party provider became aware that the website may contain unauthorized code. Our third party provider engaged their incident response process and investigated the Matter. We engaged our incident response process and remained in communication with our third party provider. On or about June 15, 2023, our third party provider’s investigation revealed that some data, including your Information, may have been impacted and we completed a further investigation to confirm. That investigation concluded on July 7, 2023, and we concluded that your Information may have been impacted. Again, we have no evidence of actual misuse of your Information, however, out of an abundance of caution, we are notifying you because your Information may have been impacted.

What Information was Involved?

What Are We Doing?

Upon learning of the Matter, as set forth above, we engaged our incident response process, which investigated the Matter, remained in communication with our third-party provider, and took a number of risk mitigation steps. In addition, we engaged data security professional experts to assist in our investigation. We changed login credentials and implemented various security measures. We are proud of the quick response by our team.

We are providing you with access to Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services at no charge. These services provide you with alerts for _____ from the date of enrollment when changes occur to your credit file. This notification is sent to you the same day that the change or update takes place with the Bureau. These services will be provided by Cyberscout through Identity Force, a TransUnion company specializing in fraud assistance and remediation services.

How do I enroll for the free services?

To enroll in Credit Monitoring services at no charge, please log on to **<unique URL>** and follow the instructions provided. When prompted please provide the following unique code to receive services: **<unique code>**

In order for you to receive the monitoring services described above, you must enroll within ninety (90) days from the date of this letter. The enrollment requires an internet connection and email account and may not be available to minors under the age of eighteen (18) years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

What Can You Do?

We encourage you to remain vigilant in reviewing your Information, such as reviewing your account statements, and monitor credit reports for any suspicious activity. We encourage you to enroll to receive identity and credit monitoring services. Please note that you must enroll directly. We are unable to enroll in these services for you.

For More Information.

Representatives are available for ninety (90) days from the date of this letter, to assist you with questions regarding this incident, between the hours of 8:00 a.m. to 8:00 p.m. Eastern time, Monday through Friday, excluding holidays. Please call the help line at 1-800-405-6108 and supply the fraud specialist with your unique code listed above.

We apologize for any inconvenience this may have caused.

Sincerely,

Doug Brown
Co-Founder
UnTapped LLC
P.O. Box 2
Richmond, VT 05477
(802) 222-0440

Steps You Can Take To Protect Your Information

Monitor Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian	TransUnion	Equifax
P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/freeze/center.html	P.O. Box 160 Woodlyn, PA 19094 1-888-909-8872 www.transunion.com/credit-freeze	P.O. Box 105788 Atlanta, GA 30348-5788 1-800-685-1111 www.equifax.com/personal/credit-report-services

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian P.O. Box 9554 Allen, TX 75013 1-888-397-3742 www.experian.com/fraud/center.html	TransUnion P.O. Box 2000 Chester, PA 19016 1-800-680-7289 www.transunion.com/fraud-victim-resource/place-fraud-alert	Equifax P.O. Box 105069 Atlanta, GA 30348 1-888-766-0008 www.equifax.com/personal/credit-report-services
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Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

For more information on identify theft, we suggest that you visit the website of the California Office of Privacy Protection at www.privacy.ca.gov.

For North Carolina residents, the Attorney General can be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6400; or www.ncdoj.gov.

For Maryland residents, the Attorney General can be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662; or www.oag.state.md.us.

For New Mexico residents, individuals have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in the individual's credit file has been used against the individual, the right to know what is in an individual's credit file, the right to ask for an individual's credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to an individual's file is limited; an individual must give consent for credit reports to be provided to employers; an individual may limit "prescreened" offers of credit and insurance an individual would get based on information in a credit report; and an individual may seek damages from violator. An individual may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage individuals to review their rights pursuant to the Fair Credit Reporting Act by visiting www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf, or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

For Rhode Island residents, The Rhode Island Attorney General can be reached at: 150 South Main Street, Providence, Rhode Island 02903; www.riag.ri.gov; or 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are two (2) Rhode Island residents impacted by this incident.

For New York residents, the Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

For District of Columbia residents, the Attorney General may be contacted at: Office of the Attorney General, 400 6th Street, NW, Washington, DC 20001; (202) 442-9828; <https://oag.dc.gov/>, where you can obtain information about avoiding identity theft.