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COUGHLIN<sub>LLC</sub>  
ATTORNEYS AT LAW

RECEIVED

FEB 08 2021

CONSUMER PROTECTION

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Palm Harbor, FL 34684

February 2, 2021

**VIA U.S. MAIL**

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

**Re: Notice of Data Event**

Dear Sir or Madam:

We represent Warehouse Services, Inc. (“WSI”) located at 427 Locust Street, Mt. Vernon, Indiana 47620, and are writing to notify your office of an incident that may affect the security of some personal information relating to one (1) New Hampshire resident. The notice will be supplemented with any new significant facts learned subsequent to its submission. By providing this notice, WSI does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

**Nature of the Data Event**

On December 10, 2020, WSI discovered certain systems on their network were encrypted. WSI immediately began an investigation, with the assistance of a third-party forensic specialist, to assess the nature and scope of the incident. WSI’s investigation determined that an unauthorized actor accessed their network and may have had access to certain information stored on the network. Therefore, WSI launched a comprehensive review of information potentially impacted by the incident to determine the type of information at issue, and to whom the information related. Although WSI is unaware of any actual or attempted misuse of information as a result of this incident, WSI notified potentially affected individuals in an abundance of caution because their information was stored on the network. The information that could have been subject to unauthorized access includes name, address, date of birth, Social Security number and financial account number.

### **Notice to New Hampshire Resident**

On February 2, 2021, WSI provided written notice of this incident to potentially affected individuals which includes one (1) New Hampshire resident. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

### **Other Steps Taken and To Be Taken**

Upon discovering the event, WSI moved quickly to investigate and respond to the incident, assess the security of its systems, and notify potentially affected individuals. WSI is also working to implement additional safeguards and training to its employees. WSI is providing individuals whose personal information was potentially affected by this incident with access to one (1) year of credit monitoring services through TransUnion at no cost to the individuals.

Additionally, WSI is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. WSI is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-2190.

Very truly yours,



Kevin M. Mekler of  
MULLEN COUGHLIN LLC

KMK/pls  
Enclosure

# **EXHIBIT A**



Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<Mail ID>>  
<<Name 1>>  
<<Name 2>>  
<<Address 1>>  
<<Address 2>>  
<<Address 3>>  
<<Address 4>>  
<<Address 5>>  
<<City>><<State>><<Zip>>  
<<Country>>

<<Date>>

RE: Notice of Data Breach

Dear <<Name 1>>:

Warehouse Services, Inc. ("WSI") is writing to inform you of an incident that may affect the privacy of some of your personal information. Although we have no evidence of actual or attempted misuse of information potentially affected by this incident, this letter provides details of the incident, our investigation, and steps you can take to help protect your information should you feel it is appropriate to do so.

**What Happened?** On December 10, 2020, WSI discovered certain systems on our network were encrypted. We immediately began an investigation, with the assistance of a third-party forensic specialist, to assess the nature and scope of the incident. Our investigation determined that an unauthorized actor accessed our network and may have had access to certain information stored on the network. Therefore, WSI launched a comprehensive review of information potentially impacted by this incident to determine the type of information at issue, and to whom the information related. Although we are unaware of any actual or attempted misuse of any information as a result of this incident, we are notifying you in an abundance of caution because your information is stored on our network.

**What Information Was Involved?** We determined that the type of information potentially impacted by this incident includes your name, address, date of birth, Social Security number and financial account number.

**What We Are Doing.** WSI takes the security of personal information in our care very seriously. Upon discovering this incident, we moved quickly to securely restore our systems, investigate, and notify potentially impacted individuals. As part of our ongoing commitment to the security of information, we notified law enforcement, and we are reviewing our existing policies and procedures related to network security.

**What Can You Do?** Although we have no evidence of actual or attempted misuse of information as a result of this incident, we arranged to have TransUnion provide credit monitoring and identity protection services to you for one (1) year at no cost to you as an added precaution. Please review the enclosed *Steps You Can Take to Help Protect Your Information* for instructions on how to enroll in these services.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call our dedicated assistance line at 800-579-6461, Monday through Friday from 9:00 am to 9:00 pm Eastern Time.

We sincerely regret any inconvenience this incident may cause you. WSI remains committed to safeguarding information in our care, and we will continue to take proactive steps to enhance the security of our systems.

Sincerely,

*Steve Magruder*

Steve Magruder  
Chief Operating Officer  
Warehouse Services, Inc.

## 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](http://www.identitytheft.gov), 1-877-ID-THEFT (1-877-438-4338). 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.

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft. **Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300. **Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer), Telephone: 1-410-576-6300. **New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your 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 your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You 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. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://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. **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/>. **North Carolina Residents:** Office of the Attorney General of North Carolina, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400, 877-566-7226 (toll free within NC) **Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 877-877-9392. **Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 0 Rhode Island residents impacted by this incident. **Washington D.C. Residents:** the Office of Attorney General for the District of Columbia can be reached at: 400 6th Street NW, Washington, D.C. 20001; 1-(202)727-3400; <https://oag.dc.gov>. **All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), 1-877-IDTHEFT (438-4338).