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January 10, 2019

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

RECEIVED  
JAN 14 2019  
CONSUMER PROTECTION

RE: Breach of Security of Personal Information

Dear Attorney General MacDonald:

Pursuant to N.H. Rev. Stat. § 359-C:20, Welders Supply Company (“Welders Supply”), through its attorneys Michael Best & Friedrich, LLP, is writing to notify you of an external system breach exposing personal information involving eighteen (18) New Hampshire residents. Ed Mueller, Owner, Welders Supply, 1-800-236-8825, ed@weldersupply.com, 704 Fourth Street, Beloit, WI 53511, is the business contact, and Adrienne S. Ehrhardt, 608-283-0131, asehrhardt@michaelbest.com, from Michael Best & Friedrich LLP is Welder Supply’s attorney contact, assisting Welders Supply with the management of this incident.

Welders Supply’s website, weldersupply.com, is hosted and managed by a third party iNET. Between December 3 and 6, 2018, Welders Supply received calls from three different customers informing it that they experienced irregular activity on their respective credit cards shortly after making a transaction on Welders Supply’s website. Welders Supply notified iNET of the calls on December 6, 2018. That same day, after a brief investigation, iNET informed Welders Supply that an unauthorized third party had caused information that was entered on the Welders Supply checkout page, including unencrypted full credit card numbers, to be forwarded to an unauthorized third party. iNET believes that this incident began on or about November 14, 2018, but it informed us that it disabled the vulnerability on December 6, 2018.

While the information that could be viewed varied depending on the information entered on the checkout page, the possible elements of personal information may have included first and last name, company name, address, e-mail address, telephone number, full credit card number, credit card expiration date, and CVV.

iNET continues to investigate the incident but has taken steps to remediate the vulnerability. iNET has also assigned a programmer to monitor Welders Supply’s website with security analysis software and scheduled software to be in a “monitor only” mode. We continue to work with iNET to ensure that individual’s information is protected. Welders Supply has also notified its credit card payment processor of the incident so that the card brands are also notified and are aware of the incident with respect to the individual’s information. In addition, Welders Supply is including information about Identity Theft Protection with each notification letter.



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Attached is a copy of the Notification letter that Welders Supply prepared and placed in the U.S. Mail on January 9, 2019 to the affected individuals. Please let us know if you have any questions or would like to discuss further.

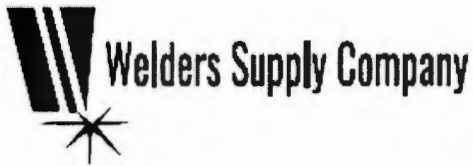
Sincerely,

**MICHAEL BEST & FRIEDRICH LLP**

*Adrienne S. Ehrhardt*

Adrienne S. Ehrhardt

Enclosures



<<Date>> (Format: Month Day, Year)

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Suffix>>  
<<ClientDef1(Company Name)>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<ZipCode>>

### Notice of Security Breach

Dear <<MemberFirstName>> <<MemberLastName>>,

We are writing to inform you about a data incident that occurred recently that may have involved your personal data maintained by one of our third-party service providers, iNET Company. Welders Supply Company ("Welders Supply") values its customer relationships and takes the security of your data seriously. We recommend that you closely review the information provided in this letter for some steps that you may take to protect yourself against potential misuse of your information.

### What Happened?

Welders Supply's website, weldersupply.com, is hosted and managed by a third party, iNET. Between December 3 and 6, 2018, Welders Supply received calls from three different customers informing it that they experienced irregular activity on their respective credit cards shortly after making a transaction on Welders Supply's website. Welders Supply notified iNET of the calls on December 6, 2018. That same day, after a brief investigation, iNET informed Welders Supply that an unauthorized third party had caused information that was entered on the Welders Supply checkout page, including unencrypted full credit card numbers, to be forwarded to an unauthorized third party. iNET believes that this incident began on or about November 14, 2018, but it informed us that it disabled the vulnerability on December 6, 2018.

### What Information Was Involved?

While the information that could be viewed varied depending on the information entered on the checkout page, the possible elements of personal information may have included first and last name, company name, address, e-mail address, telephone number, full credit card number, credit card expiration date, and CVV.

### Here's What We Are Doing and What You Can Do

iNET continues to investigate the incident but has taken steps to remediate the vulnerability. iNET has also assigned a programmer to monitor Welders Supply's website with security analysis software and scheduled software to be in a "monitor only" mode. We continue to work with iNET to ensure that your information is protected.

We have also notified our credit card payment processor of the incident so that the card brands are also notified and are aware of the incident with respect to your information.

In addition, we are providing you with the enclosed information about Identity Theft Protection.

We sincerely apologize for this incident. Our approach to technology systems, procedures, and the training of our people is driven by the desire to protect your data. Please know that we are continuously evaluating our processes to improve the security and safe handling of your information.

If you have questions, please call us at 1-800-236-8825 Ext. 2138 or send us an email at [privacy@weldersupply.com](mailto:privacy@weldersupply.com).

Sincerely,

Ed Mueller

Owner, Welders Supply Company

## ADDITIONAL RESOURCES

### Contact information for the three nationwide credit reporting agencies is:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### **For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

**Security Freeze.** You have the ability to place a security freeze on your credit report.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** 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 home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

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

**For Maryland residents:** You 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 North Carolina residents:** You 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.

### **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.