

December 15, 2021

VIA E-MAIL

Attorney General John Formella
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
Email: DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General Formella:

Lewis Brisbois Bisgaard & Smith LLP (“Lewis Brisbois”) represents Winsome Trading Inc. (“Winsome”) in conjunction with a recent data security incident described in greater details below. Winsome is a manufacturer and distributor of furniture located in Woodinville, Washington. The purpose of this letter is to notify you of the incident in accordance with N.H. Rev. Stat. §§ 359-C:19 - C:21.

1. Nature of the Security Incident

On November 8, 2021, Winsome became aware of a potential security incident. Upon discovering this activity, Winsome immediately engaged a team of cybersecurity experts to conduct an investigation to determine whether any personal information was accessed or acquired without authorization. The investigation determined that certain files containing personal information may have been accessed or acquired without authorization. Winsome then worked diligently to identify those who may have been affected and to obtain current address information required to effectuate notification. This process was completed on December 2, 2021 and Winsome worked to provide notification as quickly as possible.

2. Type of Information and Number of New Hampshire Residents Involved

The information involved the names, Social Security numbers, and payment card information. Winsome notified the single affected New Hampshire resident of this incident via first-class U.S. mail on December 14, 2021. A sample copy of the notification letter is enclosed.

3. Measures Taken to Address the Incident

Winsome has taken steps in response to this incident to prevent similar incidents from occurring in the future. Winsome also reported this matter to law enforcement and will provide whatever assistance is necessary to hold the perpetrator(s) responsible. Lastly, Winsome is offering the individuals who may have been affected complimentary credit monitoring and identity theft

restoration services through IDX, a global leader in risk mitigation and response. These services include twenty-four (24) months of credit monitoring and fully managed identity theft recovery services.

4. Contact information.

Winsome remains dedicated to protecting personal information in its possession. If you have any questions or need additional information, please do not hesitate to contact Sean Hoar at 971.712.2795 or via email at Sean.Hoar@lewisbrisbois.com, or Loree Stuck at 206.508.1976 or via email at Loree.Stuck@lewisbrisbois.com.

Very truly yours,

A handwritten signature in blue ink that reads "Sean B. Hoar". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Sean B. Hoar of
LEWIS BRISBOIS BISGAARD & SMITH LLP

Encl: Sample Consumer Notification Letter



Winsome Trading Inc.
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

To Enroll, Please Call:
1-800-939-4170
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>

December 14, 2021

Re: Notice of <<Variable Text 1>>

Dear <<First Name>> <<Last Name>> <<Suffix>>,

We are writing to inform you of a data security incident that may have involved your personal information. At Winsome Trading Inc. (“Winsome”), we take the privacy and security of your information very seriously. This is why we are notifying you of the incident, offering you identity protection services, and informing you about steps you can take to help protect your personal information.

What Happened. On November 8, 2021, Winsome experienced an incident that disrupted access to our network. We immediately initiated an investigation and engaged cybersecurity experts to assist with the process. Our investigation determined that certain files containing personal information may have been accessed without authorization. Winsome then worked to identify the current address information required to effectuate notification. That process was completed on December 2, 2021, after which Winsome diligently worked to notify you of this incident. We are not aware of any fraud associated with this information, but out of an abundance of caution, we are writing to inform you of the incident and to provide you with complimentary credit monitoring and identity protection services.

What Information Was Involved. The information may have involved your name, <<VariableText2>>.

What Are We Doing. As soon as we discovered the incident, we took the steps described above. We also notified the Federal Bureau of Investigation and will provide any assistance necessary to hold the perpetrator(s) accountable. In addition, out of an abundance of caution, Winsome is offering you complimentary identity protection services through a security and recovery services expert. This complimentary two-year enrollment in IDX identity protection includes: credit and CyberScan monitoring, a \$1 million insurance reimbursement policy, and fully managed identity theft recovery services. Additional information about these services is included with this letter.

What You Can Do. Please follow the recommendations included with this letter to help protect your personal information. You can also enroll in the IDX identity protection services being provided to you, at no cost, through IDX. To enroll, please visit the IDX website at <https://app.idx.us/account-creation/protect> and provide your enrollment code located at the top of this page. Please note that the deadline to enroll is March 14, 2022. Additional information describing the IDX identity protection services, along with other recommendations to protect your personal information, is included with this letter.

For More Information. Please accept our sincere apologies for any worry or inconvenience this incident might cause you. If you have any questions, please call 1-800-939-4170 Monday through Friday from 6 a.m. to 6 p.m. Pacific Time. or visit the IDX website at <https://app.idx.us/account-creation/protect> for assistance. Please have your enrollment code ready.

Sincerely,



Eva Sinteppadon
VP Administration/Operations
Winsome Trading Inc.

Additional Steps You Can Take to Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security Number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov, and
www.ftc.gov/idtheft
1-877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
oag.state.md.us
1-888-743-0023

New York Attorney General

Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
1-212-416-8433

North Carolina Attorney General

9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
1-401-274-4400

Washington D.C. Attorney General

441 4th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf>.



Two-Year Enrollment in IDX Identity Protection

Website and Enrollment. Please visit <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code included with this letter.

Activate the credit monitoring provided as part of your IDX membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

Telephone. Contact IDX at **1-800-939-4170** to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

This IDX enrollment will include two-year enrollment into:

SINGLE BUREAU CREDIT MONITORING - Monitoring of credit bureau for changes to the member's credit file such as new credit inquires, new accounts opened, delinquent payments, improvements in the member's credit report, bankruptcies, court judgments and tax liens, new addresses, new employers, and other activities that affect the member's credit record.

CYBERSCAN™ - Dark Web monitoring of underground websites, chat rooms, and malware, 24/7, to identify trading or selling of personal information like SSNs, bank accounts, email addresses, medical ID numbers, driver's license numbers, passport numbers, credit and debit cards, phone numbers, and other unique identifiers.

IDENTITY THEFT INSURANCE - Identity theft insurance will reimburse members for expenses associated with restoring their identity should they become a victim of identity theft. If a member's identity is compromised, the policy provides coverage for up to \$1,000,000, with no deductible, from an A.M. Best "A-rated" carrier. Coverage is subject to the terms, limits, and/or exclusions of the policy.

FULLY-MANAGED IDENTITY RECOVERY - IDX fully-managed recovery service provides restoration for identity theft issues such as (but not limited to): account creation, criminal identity theft, medical identity theft, account takeover, rental application, tax fraud, benefits fraud, and utility creation. This service includes a complete triage process for affected individuals who report suspicious activity, a personally assigned IDX Specialist to fully manage restoration of each case, and expert guidance for those with questions about identity theft and protective measures.