

December 13, 2024

Via Certified Mail; Return Receipt Requested

New Hampshire Department of Justice
Office of the Attorney General
1 Granite Place South
Concord, NH 03301

Re: Notice of Cybersecurity Incident

Dear Office of the Attorney General:

Wilson Elser Moskowitz Edelman and Dicker LLP (“Wilson Elser”) represents OLA Consulting Engineers, PC (“OLACE”), an engineering company providing services related to building systems and utilities located at 8 West 38 Street, Suite 900, New York, NY 10018, with respect to a recent cybersecurity incident that was discovered by OLACE on November 16, 2023. OLACE takes the security and privacy of the information within its control very seriously and has taken steps to prevent a similar incident from occurring in the future.

This letter will serve to inform you of the nature of the incident, what information may have been compromised, the number of New Hampshire residents being notified, and the steps that OLACE has taken in response to the incident. A sample notification letter, which includes an offer of free credit monitoring services, is enclosed hereto as **Exhibit A**.

1. Nature of the incident

On November 16, 2023, an employee detected suspicious activity on a server and determined that an unknown actor had gained unauthorized access to OLACE’s network. Upon this discovery, OLACE immediately took measures to contain and remediate the situation, as well as engage specialized, third-party cybersecurity experts to conduct a comprehensive forensic investigation into the nature and scope of the event.

When the investigation concluded in January of 2024, the forensic findings suggested that the unauthorized actor may have accessed and/or exfiltrated files containing sensitive data from OLACE servers. In light of these findings, OLACE determined it could identify individuals and personal information affected by this event. Accordingly, we proceeded to review all accessed files and identify a population of affected individuals and impacted personal information. We finalized the notice population in November of 2024 and mailed notices to potentially affected individuals on December 12, 2024.

2. Number of New Hampshire residents affected.

Based upon the investigation, OLACE identified one (1) New Hampshire resident whose information was potentially impacted as a result of the incident. This individual was notified on December 12, 2024, via First Class Mail. A sample notification letter is attached hereto as **Exhibit A**.

3. Steps taken in response to the incident.

OLACE is committed to ensuring the security and privacy of all personal information in its control and is taking steps to prevent a similar event from occurring in the future. Upon discovery, OLACE promptly took appropriate protective and corrective measures to contain the situation and remediate impacted systems. In addition to working with outside cybersecurity experts, OLACE has contacted and cooperated with local and federal law enforcement authorities. In order to prevent similar events from occurring in the future, OLACE has collaborated with outside cybersecurity experts to implement additional technical and administrative safeguards that enhance the security of OLACE's systems and data.

Additionally, OLACE is offering _____ of complimentary credit monitoring and identity theft restoration services through CyberScout, a TransUnion company, to potentially affected New Hampshire residents. Further, OLACE is providing guidance on how to better protect against identity theft and fraud, including providing 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 the contact details for the Federal Trade Commission.

4. Contact information

OLACE remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at

Very truly yours,

Wilson Elser Moskowitz Edelman & Dicker LLP

OLA Consulting Engineers, PC
c/o Cyberscout
PO Box 1286
Dearborn, MI 48120-9998
Via First-Class Mail:



December 11, 2024

Re: Notice of Cybersecurity Event

Dear [REDACTED]

OLA Consulting Engineers, PC ("OLACE") is writing to inform you of a recent cybersecurity event that may have resulted in an unauthorized access to your sensitive personal information. While we are unaware of any fraudulent misuse of your personal information at this time, in an abundance of caution, we are providing you with details about the event, steps we are taking in response, and resources available to help you protect against the potential misuse of your information.

What Happened?

On November 16, 2023, an employee detected suspicious activity on a server and determined that an unknown actor had gained unauthorized access to OLACE's network. Upon this discovery, OLACE's immediately took measures to contain and remediate the situation, as well as engage specialized, third-party cybersecurity experts to conduct a comprehensive forensic investigation into the nature and scope of the event.

When the investigation concluded in January of 2024, the forensic findings suggested that the unauthorized actor may have accessed and/or exfiltrated files containing sensitive data from OLACE servers. In light of these findings, OLACE determined it could identify individuals and personal information affected by this event. Accordingly, we proceeded to review all accessed files and identify a population of affected individuals and impacted personal information. We finalized the notice population in November of 2024 and prepared to notify potentially affected individuals by mail.

What Information Was Involved

While OLACE is unaware of any fraudulent misuse of your personal information at this time, the following information may have been subject to unauthorized access:

Note, impacted data varies based on the individual.

What We Are Doing

OLACE is committed to ensuring the security and privacy of all personal information in its control and is taking steps to prevent a similar event from occurring in the future. Upon discovery, OLACE promptly took appropriate protective and corrective measures to contain the situation and remediate impacted systems. In addition to working with outside cybersecurity experts, OLACE has contacted and cooperated with local and federal law enforcement authorities. In order to prevent similar events from occurring in the future, we have collaborated with outside cybersecurity experts to implement additional technical and administrative safeguards that enhance the security of our systems and data.



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In light of this event, 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 twelve months 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. Finally, we are providing you with proactive fraud assistance to help with any questions that you might have or in event that you become a victim of fraud. These services will be provided by CyberScout, a TransUnion company that specializes in fraud assistance and remediation services. Details on how to enroll in these complimentary services can be found below.

What You Can Do

We encourage you to remain vigilant against identity theft and fraud, review your account statements, and monitor your credit reports for suspicious or unauthorized activity. Additionally, security experts suggest that you contact your financial institution and all major credit bureaus to inform them of such a breach and then take whatever steps are recommended to protect your interests, including the possible placement of a fraud alert on your credit file. Please review the enclosed *Steps You Can Take to Help Protect Your Information*, to learn more about how to protect against the possibility of information misuse.

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services:

[REDACTED]

In order for you to receive the monitoring services described above, you must enroll within [REDACTED] from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18. 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. While OLACE is unaware of any fraudulent misuse of your personal information at this time, we encourage you to take full advantage of the services offered.

For More Information

If you have any questions or concerns not addressed in this letter, please call [REDACTED] (excluding U.S. national holidays).

Sincerely,

OLA Consulting Engineers, PC

Steps You Can Take to Help Protect Your Information

Credit Reports: You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit 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 at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

Fraud Alerts: You can place fraud alerts with the three credit bureaus by phone or online. 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. As of September 21, 2018, initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years.

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-680-7289

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285

www.experian.com/fraud/center.html

www.transunion.com/fraud-alerts

<https://www.equifax.com/personal/credit-report-services/credit-fraud-alerts/>

Monitoring: You should always remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and by monitoring your credit report for suspicious or unusual activity.

Security Freeze: You have the right 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 need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, 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. As of September 21, 2018, it is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742

TransUnion
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872

Equifax
P.O. Box 105788
Atlanta, GA 30348-5788
1-888-298-0045

www.experian.com/freeze/center.html

www.transunion.com/credit-freeze

<https://www.equifax.com/personal/credit-report-services/credit-freeze/>

File Police Report: You have the right to file or obtain a police report if you experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide proof that you have been a victim. A police report is often required to dispute fraudulent items. You can generally report suspected incidents of identity theft to local law enforcement or to the Attorney General.

FTC and Attorneys General: 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. Instances of known or suspected identity theft should also be reported to law enforcement.

For residents of Iowa: State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Massachusetts: It is required by state law that you are informed of your right to obtain a police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

For residents of New Mexico: State law advises you to review personal account statements and credit reports, as applicable, to detect errors resulting from the security breach. 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 violators. 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. We encourage you to review your rights pursuant to the Fair Credit Reporting Act at 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 residents of Oregon: State law advises you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Rhode Island: It is required by state law that you are informed of your right to file or obtain a police report in regard to this incident.

For residents of Arizona, Colorado, District of Columbia, Illinois, Maryland, New York, North Carolina, and Rhode Island: You can obtain information from the Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Federal Trade Commission - Consumer Response Center: 600 Pennsylvania Ave, NW, Washington, DC 20580; 1-877-IDTHEFT (438-4338); www.identitytheft.gov

Arizona Office of the Attorney General Consumer Protection & Advocacy Section, 2005 North Central Avenue, Phoenix, AZ 85004 1-602-542-5025

Colorado Office of the Attorney General Consumer Protection 1300 Broadway, 9th Floor, Denver, CO 80203 1-720-508-6000 www.coag.gov

District of Columbia Office of the Attorney General - Office of Consumer Protection: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; www.oag.dc.gov

Illinois office of the Attorney General - 100 West Randolph Street, Chicago, IL 60601; 1-866-999-5630; www.illinoisattorneygeneral.gov

Maryland Office of the Attorney General - Consumer Protection Division: 200 St. Paul Place, 16th floor, Baltimore, MD 21202; 1-888-743-0023; www.oag.state.md.us

New York Office of Attorney General - Consumer Frauds & Protection: The Capitol, Albany, NY 12224; 1-800-771-7755; <https://ag.ny.gov/consumer-frauds/identity-theft>

North Carolina Office of the Attorney General - Consumer Protection Division: 9001 Mail Service Center, Raleigh, NC 27699; 1-877-566-7226; www.ncdoj.com

Rhode Island Office of the Attorney General - Consumer Protection: 150 South Main St., Providence RI 02903; 1-401-274-4400; www.riag.ri.gov