

Buchanan

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Washington, D.C. 20006-3807
T 202 452 5463

April 10, 2024

VIA E-MAIL

Attorney General John Formella
Office of the New Hampshire Attorney General
Consumer Protection & Antitrust Bureau
1 Granite Place South
Concord, NH 03301
Email: DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General Formella:

I am writing to you on behalf of Delphinus Engineering, Inc. (“Delphinus”) in accordance with N.H. Rev. Stat. § 359-C:20. Delphinus experienced an unauthorized access to its computer systems. Based on our investigation, the personal information of fourteen (14) New Hampshire residents may be involved. This notice may be supplemented with any new significant facts learned subsequent to its submission.

On December 11, 2023, Delphinus was the victim of a CL0P ransomware attack that affected its network and some of its systems. Delphinus promptly shut down its network and systems and engaged industry-leading specialists in cybersecurity and forensic investigations to respond to the incident, to assist in investigating the scope and impact of the incident, and to monitor the activity in Delphinus’ system. The investigation determined that certain personal information was subject to unauthorized access. The personal information that could have been subject to unauthorized access included individuals’

Delphinus will be providing written notice of this incident to potentially affected individuals. The written notice is being provided in substantially the same form as the letter attached hereto as **Exhibit A**.

Upon discovering the incident, Delphinus immediately notified law enforcement and has been assisting the Federal Bureau of Investigation (“FBI”) in its investigation of CL0P. Delphinus independently moved quickly to investigate, assess the security of its network and systems, and

identify potentially affected individuals. Delphinus also installed monitoring devices to detect any suspicious activity. Delphinus is also working to implement additional safeguards and is providing the potentially affected individuals of complimentary credit protection and monitoring services through Experian at no cost to the individuals.

If you have any questions or if I may provide additional information, please contact me.

Sincerely,

Michael G. McLaughlin
Outside Counsel for Delphinus Engineering, Inc.

EXHIBIT A

Delphinus Engineering, Inc.

Return Mail Processing
PO Box 999
Suwanee, GA 30024

1 1 1 *****AUTO**MIXED AADC 300

SAMPLE A. SAMPLE - L01

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



April 10, 2024

Notice of Data Breach

Dear Sample A. Sample:

Delphinus Engineering, Inc. (“Delphinus,” “we,” or “us”) is writing to inform you about a recent cybersecurity incident that may have impacted some of your personal information. The security of your personal information is very important to us, and we take the trust you place in us very seriously. We wanted to advise you about the incident and to offer you some resources you may find helpful.

What Happened? Delphinus recently detected unauthorized activity in our IT systems. Upon discovering this activity, we immediately took protective actions to stop any unauthorized access, notified U.S. federal law enforcement, and launched an investigation with the assistance of leading cybersecurity experts. The investigation so far indicates that some of your personal information may have been accessed by the unauthorized party as early as mid-October 2023. At this time, we have no reason to believe your information has been misused; however, we are providing you notice out of an abundance of caution.

What Personal Information Is Involved? The affected personal information may have included your

What We Are Doing. Delphinus is taking this incident very seriously. Upon detecting unauthorized activity in our IT system, we took immediate protective actions to contain the activity and retained industry-leading cybersecurity experts. It is our priority to continue to evaluate and deploy the level of robust security protocols, continuous monitoring, and staff training needed to prevent and defend against sophisticated cybersecurity threats.

Because our investigation indicated that some of your personal information may have been affected, we are offering you a membership in the Experian IdentityWorksSM credit monitoring and identity restoration program, at no cost to you. This program, which is detailed in the section below, will help you to quickly detect any compromise or possible misuse of your personal information.

What You Can Do. You can contact Experian immediately regarding any identity fraud concerns you have, and the Identity Restoration Service will be available to you for . (For contact information, see “Identity Restoration Service” on the attached sheet).

To take advantage of the other features of the Experian IdentityWorksSM program, including of credit monitoring, please follow the steps in the attached instructions under “How to Activate Your Experian IdentityWorksSM Membership.”

1. **Credit Monitoring.** We are offering you a complimentary membership to **Experian IdentityWorksSM Credit 1B**. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediately identifying and resolving identity theft. IdentityWorksSM Credit 1B is completely free to you and enrolling in this program will not hurt your credit score. For more information on identity theft prevention and IdentityWorksSM Credit 1B, including instructions on how to activate your complimentary two-year membership, please see the information sheet attached to this letter.
2. **Identity Restoration.** If you believe there was fraudulent use of your information or identity theft and would like to discuss how to resolve those issues, you may reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed, an Experian Identity Restoration agent will be available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting creditors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this identity restoration offer is available to you for two years from the date of this note and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration. You will also find self-help tips and information about identity protection at this site.

Again, we take very seriously the security and privacy of your information, and we want to make sure you have the information you need so that you can take steps to help protect your personal data. We recommend you remain vigilant to the possibility of fraud and identity theft by reviewing and monitoring your account statements and free credit reports for any unauthorized activity. If you find any unauthorized or suspicious activity, you should immediately contact your credit card company, financial institution, and/or law enforcement.

For More Information. We sincerely regret any inconvenience this incident may cause you. If you have any questions regarding this incident or the services available to you, please call toll-free Monday through Friday, from 9 am to 9 pm Eastern Time (excluding major U.S. Holidays).

Sincerely,

Delphinus Engineering, Inc.

STEPS YOU CAN TAKE TO PROTECT YOUR INFORMATION

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for .

If you believe there was fraudulent use of your information as a result of this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorksSM as a complimentary membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at . Be prepared to provide engagement number as proof of eligibility for the Identity Restoration services by Experian.

**ADDITIONAL DETAILS REGARDING YOUR
IDENTITYWORKS MEMBERSHIP**

EXPERIAN

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

* Offline members will be eligible to call for additional reports quarterly after enrolling.

** The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.