



**Smiths Tubular Systems – Laconia, Inc.**

93 Lexington Drive  
Laconia, NH 03246-2935  
Tel (603) 527-5514  
Fax (603) 527-7603  
www.STSAero.com

April 1, 2025

[First name], [Last name]  
[Street address],  
[City], [State], [Postal Code]

**Re: Notice of Data Breach**

Dear [First name] [Last name],

**Smiths Tubular Systems – Laconia, Inc. (“Titeflex”)** writes to notify you of a recent incident that may have involved personal information about you and your dependents. **Titeflex** is in possession of your information because you are, or at one time were, employed by Titeflex. The incident has been contained, and steps have been taken to continue to strengthen our systems and protect your privacy.

There is no evidence that your information has been misused because of this incident. The issue was contained, and we have confidence that the information that was accessed is secure. However, we are providing this notice to you in consideration of certain legal obligations.

**What happened**

On January 23, 2025, Titeflex became aware of a cyber incident and began to investigate promptly. The issue was contained, and we can say with confidence that the information that was accessed is secure and has not been misused. Accordingly, the risk to you is extremely low.

**What information was involved**

The following information about you or your dependents may have been impacted: demographic information (such as name and date of birth), contact information, Social Security number or tax ID, or financial information.

**What we are doing**

We are conducting dark web monitoring and have implemented additional security measures to reinforce our systems and prevent similar occurrences. We are offering complimentary access to Experian IdentityWorks for 2 years in compliance with Massachusetts law. To start monitoring your personal information, please follow the steps below:

- Ensure that you enroll by 06/30/2025 (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll: <https://www.experianidworks.com/3bcredit>
- Provide your activation code: [Activation Code]

**What you can do**

Please review Attachment A, “Steps You Can Take to Help Protect Your Information”. Remain vigilant when dealing with any unsolicited or unexpected communications.



**For more information**

We take the protection of employee information very seriously and deeply regret that this incident occurred. If you have any questions, please contact Brita Yahn at the following address:

Smiths Tubular Systems – Laconia, Inc.  
93 Lexington Drive  
Laconia, NH 03246

Sincerely,  
Smiths Tubular Systems – Laconia, Inc.



## **Attachment A – Steps You Can Take to Help Protect Your Information**

Below are additional helpful tips you may want to consider to protect your personal information.

### **Review Your Credit Reports and Account Statements; Notify Law Enforcement of Suspicious Activity**

As a precautionary measure, we recommend that you remain vigilant by reviewing your credit reports and account statements closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or other company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities. 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 law enforcement, the Federal Trade Commission ("FTC") and/or the Attorney General's office in your home state. You can also contact these agencies for information on how to prevent or avoid identity theft, and you can contact the FTC at:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
<http://www.identitytheft.gov/>  
1-877-IDTHEFT (438-4338)

### **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 <https://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to the Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print this form at <https://www.annualcreditreport.com/manualRequestForm.action>. Credit reporting agency contact details are provided below.

**Equifax:**  
[equifax.com](http://equifax.com)  
[equifax.com/personal/credit-report-services](http://equifax.com/personal/credit-report-services)  
P.O. Box 740241  
Atlanta, GA 30374  
800-685-1111

**Experian:**  
[experian.com](http://experian.com)  
[experian.com/help](http://experian.com/help)  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742

**TransUnion:**  
[transunion.com](http://transunion.com)  
[transunion.com/credit-help](http://transunion.com/credit-help)  
P.O. Box 1000  
Chester, PA 19016  
888-909-8872

When you receive your credit reports, review them carefully. Look for accounts or credit inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is inaccurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

### **Fraud Alert**

You may want to consider placing a fraud alert on your credit file. An initial fraud alert is free and will stay on your credit file for 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. If you have already been a victim of identity theft, you may have an extended alert placed on your report if you provide the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above.

### **Security Freeze**

You have the right to place a security freeze on your credit file free of charge. 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 credit, loans, and services from being approved in your name without your consent. As a result, using a security freeze may delay your ability to obtain credit. 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 telephone bill.

### **Federal Fair Credit Reporting Act Rights**

The Fair Credit Reporting Act ("FCRA") is federal legislation that regulates how consumer reporting agencies use your information. It promotes the accuracy, fairness, and privacy of consumer information in the files of consumer reporting agencies. As a consumer, you have certain rights under the FCRA, which the FTC has summarized as follows: you must be told if information in your file has been used against you; you have the right to know what is in your file; you have the right to ask for a credit score; you have the right to dispute incomplete or inaccurate information; 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 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. Identity theft victims and active-duty military personnel have additional rights.

For more information about these rights, you may go to [www.ftc.gov/credit](http://www.ftc.gov/credit) or write to: Consumer Response Center, Room 13-A, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580.

### **Additional Information**

If you are the victim of fraud or identity theft, you also have the right to file a police report. You may consider starting a file with copies of your credit reports, any police report, any correspondence, and copies of disputed bills. It is also useful to keep a log of your conversations with creditors, law enforcement officials, and other relevant parties.

For more information on identity theft, you can contact the following: Massachusetts Office of Consumer Affairs and Business Regulation at <https://www.mass.gov/orgs/office-of-consumer-affairs-and-business-regulation> or (888)283-3757 or MA Attorney General at <https://www.mass.gov/orgs/office-of-the-attorney-general> or [\(617\) 727-8400](tel:6177278400).