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COOPER
CARGILL
CHANT
ATTORNEYS AT LAW

May 26, 2020

Via First Class U.S. Mail and Electronic Mail

«MrMs» «First_Name» «Last_Name»
«Address_1»
«City», «State» «Zip»
«Email»

Re: Data Breach – Nordic Village Resort, Jackson, NH
CCC File No. [REDACTED]

Dear «MrMs» «Last_Name»:

I am writing on behalf of our client, Nordic Village Resort in Jackson, New Hampshire. Nordic Village Resort values its guest relationships and recognizes the importance of securing all guest information it maintains. As such, the purpose of this letter is to inform you that Nordic Village Resort has recently identified and addressed a security incident involving certain information you may have provided during your reservation process; specifically, guest name, contact information including e-mail address, phone number and mailing address, if provided, and credit card number, but not the credit card expiration date and CVV code. Our Firm has initiated a police report with local law enforcement authorities and continues to assist law enforcement in their efforts and investigation relative to this incident. You have a right to obtain a copy of the police report. We have also notified, and posted a copy of this notice online, with the Office of Consumer Affairs and Business Regulation for the Commonwealth of Massachusetts.

At this time, Nordic Village Resort has no evidence that your information has been misused. It is always advisable, however, to carefully review your credit card statements for any unauthorized activity, and to immediately report any unknown or unauthorized charges to your card issuer -- as cardholders are generally not responsible for unauthorized charges reported in a timely manner. Please note that, under U.S. law, you are entitled to receive one free credit report annually from each of the three national consumer reporting agencies. To obtain your complementary credit report, visit <http://www.annualcreditreport.com> or call 1-877-322-8228. We urge you to remain vigilant by reviewing your account statements and monitoring your credit reports on an annual basis.

In some states, including Massachusetts, you have the right to place a security freeze on your credit file, which will prevent new credit from being opened in your name without the use of a special PIN number that is issued to you when you initiate the freeze. A security freeze will also prevent potential creditors from accessing your credit report without your consent. As a result, initiating a security freeze may interfere with, or delay, your ability to legitimately obtain credit. If you choose to do so, you must place a separate security freeze on your credit file with each of the three (3) credit reporting agencies. You may be charged a fee of up to Five Dollars (\$5.00) to place, lift or remove a security freeze. In order to initiate a security freeze, you may be required to provide the consumer reporting agency with your personal information including your full name, Social Security number, date of birth, current and previous addresses, and a copy of your state-issued identification card, recent utility bill, and bank or insurance statements. Additional information can be found at www.experian.com or www.transunion.com or www.equifax.com.

Nordic Village Resort regrets any concern this incident may cause you. To that end, Nordic Village Resort will provide a one-time reimbursement of up to Fifty Dollars (\$50.00) should you elect to pursue credit monitoring or any other credit or security freeze service. To receive your reimbursement, you must incur the credit monitoring or related expense within sixty (60) days from the date of this letter, and submit a copy of your invoice and payment receipt to my attention, either by mail to 2935 White Mountain Highway, North Conway, New Hampshire (03860) or by e-mail to tgrisez@coopercargillchant.com.

Please do not hesitate to contact me to obtain a copy of the police report, if you have any questions, or if you would like to discuss this matter further.

Very truly yours,

COOPER CARGILL CHANT, P.A.

Theresa J. Grisez, Esquire

E-MAIL: tgrisez@coopercargillchant.com

TJG/bta

Copy to: MA Office of Consumer Affairs and Business Regulation

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