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November 13, 2020

**VIA WEBSITE PORTAL & EMAIL**

Attorney General Aaron Frey  
Office of the Attorney General  
Consumer Protection Division  
Security Breach Notification  
111 Sewall Street, 6th Floor  
Augusta, ME 04330  
[breach.security@maine.gov](mailto:breach.security@maine.gov)

Re: Notification of Data Security Incident

Dear Attorney General Frey:

We represent Quebe Holdings Inc. ("Quebe"), located in Dayton, Ohio, in connection with a data security incident described in greater detail below. Quebe takes the protection of all sensitive information within its possession very seriously and is taking steps to prevent similar incidents from occurring in the future.

**1. Nature of the security incident.**

On October 16, 2020, Quebe discovered that one of its servers had been encrypted. Upon discovering this activity, Quebe immediately began an investigation and took steps to further secure its entire network. Quebe also engaged a leading forensic investigations firm to determine what happened and whether personal information had been accessed or acquired without authorization. On October 24, 2020, the forensic investigation determined that certain Quebe files may have been accessed without authorization. Quebe then undertook to determine whether any personal information was contained within the files potentially accessed. On October 26, 2020, Quebe identified the employees whose information may have been contained within the files at issue. The potentially affected information includes names and Social Security numbers of certain current and former employees, and employee dependents. On November 3, 2020, Quebe's investigation determined current address information for the affected individuals, in order to effectuate written notification of the incident. This investigation identified three (3) Maine residents within the affected population.

**2. Number of Maine residents affected.**

Quebe is issuing notification letters to the three (3) Maine residents regarding this data security incident via first-class U.S. mail on November 13, 2020. A sample copy of the notification letter is attached hereto.

**3. Steps taken relating to the incident.**

Quebe has taken steps in response to this incident to prevent similar incidents from occurring in the future. Those steps have included working with leading cybersecurity experts to enhance the security of Quebe's network, as well as reporting the incident to the Federal Bureau of Investigation. Quebe is also offering the potentially affected individuals credit monitoring, identity protection services, and identity theft insurance at no cost through Kroll Information Assurance, to ensure their information is protected.

**4. Contact information.**

Quebe remains dedicated to protecting the personal information in its possession. If you have any questions or need additional information, please do not hesitate to contact me at (215) 977-4080 or via email at Elizabeth.Dill@lewisbrisbois.com.

Regards,



Elizabeth R. Dill of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

ERD:JH

Enclosure: Consumer notification letter

<<Date>> (Format: Month Day, Year)

<<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>  
<<address\_1>>  
<<address\_2>>  
<<city>>, <<state\_province>> <<postal\_code>>  
<<country >>

## Notice of Data Security Incident

**Quebe Holdings, Inc.**  
1985 Founders Dr.  
Dayton, OH 45420  
937.222.2290

**Chapel Electric Co., LLC**  
1985 Founders Dr.  
Dayton, OH 45420  
937.222.2290

**Chapel Romanoff Technologies**  
1985 Founders Dr.  
Dayton, OH 45420  
937.222.9840

5570 Enterprise Blvd.  
Toledo, OH 43612  
419.469.3000

**Kastle Electric Company**  
4501 Kettering Blvd.  
Dayton, OH 45439  
937.254.2681

**Kastle Technologies Co., LLC**  
100 Cart Path Dr.  
Monroe, OH 45050  
513.360.2901

6185-H Huntley Rd.  
Columbus, OH 43229  
614.433.9860

**Romanoff Electric Co., LLC**  
5570 Enterprise Blvd.  
Toledo, OH 43612  
419.427.2627

Dear <<first\_name>> <<middle\_name>> <<last\_name>> <<suffix>>,

Quebe Holdings, Inc. is writing to notify you of an incident that involved some of your personal information. We take the security of personal information very seriously. Therefore, we are writing to inform you of the incident, and advise you of certain steps you can take to help protect your information, including activating the identity monitoring services we are offering at no cost to you.

### What happened?

On October 16, 2020, we discovered that one of our servers had been encrypted. Our immediate concern was to contain the incident and secure our network systems. To that end, we engaged a digital forensics firm to investigate the cause and scope of the incident and determine if any information stored within our systems had been affected. On October 26, our investigation determined that an unauthorized individual may have accessed files containing certain current and former employees' personal information.

### What information was involved?

The files that may have been accessed by the unauthorized individual contained your name and Social Security number.

### What we are doing.

As soon as we discovered the incident, we took the steps described above. We have also reported the incident to the Federal Bureau of Investigation, and will provide whatever cooperation is necessary to help prevent fraudulent activity and facilitate prosecution of the perpetrators. In addition, we have secured the services of Kroll to provide identity monitoring at no cost to you for 24 months. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. Your identity monitoring services include Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, \$1 Million Identity Fraud Loss Reimbursement, Fraud Consultation, and Identity Theft Restoration.

Visit <https://enroll.idheadquarters.com> to activate and take advantage of your identity monitoring services.

*You have until **February 9, 2021** to activate your identity monitoring services.*

Membership Number: <<Member ID>>

Additional information describing your services is included with this letter.

**What you can do.**

Please review the enclosed "Additional Resources" section included with this letter. This section describes additional steps you can take to ensure your information is protected, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file. We also encourage you to enroll in the complimentary identity monitoring services we are making available to you through Kroll.

**For more information.**

If you have questions, please contact our dedicated call center at [1-800-877-8777](tel:1-800-877-8777), Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your Membership Number ready.

Protecting your information is important to us. Please know that we take this incident very seriously, and apologize for any worry or inconvenience it may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Vanderhorst", written in a cursive style.

Roger Vanderhorst, VP of Finance

## ADDITIONAL RESOURCES

### Contact information for the three nationwide credit reporting agencies:

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 119016, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant by reviewing account statements and monitoring your credit report for unauthorized activity, especially activity that may indicate fraud and identity theft. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit **[www.annualcreditreport.com](http://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 from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alerts.** There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud—an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least one year. You may have an extended alert placed on your credit report if you have already been a victim of identity theft and you have the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

**Security Freeze.** You have the ability to place a security freeze, also known as a credit freeze, on your credit report free of charge.

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 may use an online process, an automated telephone line, or submit a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, 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 5 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, and display your name, current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** 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 the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or minimize the risks of identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

**For New York residents:** The Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; <https://ag.ny.gov/>.

**For Connecticut residents:** You may contact the Connecticut Office of the Attorney General, 165 Capitol Avenue, Hartford, CT 06106, 1-860-808-5318, [www.ct.gov/ag](http://www.ct.gov/ag).

**For Massachusetts residents:** You may contact the Office of the Massachusetts Attorney General, 1 Ashburton Place, Boston, MA 02108, 1-617-727-8400, [www.mass.gov/ago/contact-us.html](http://www.mass.gov/ago/contact-us.html)

### Reporting of identity theft and obtaining a police report.

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.

## **TAKE ADVANTAGE OF YOUR IDENTITY MONITORING SERVICES**

You have been provided with access to the following services from Kroll:

### **Single Bureau Credit Monitoring**

You will receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you will have the option to call a Kroll fraud specialist, who will be able to help you determine if it is an indicator of identity theft.

### **Web Watcher**

Web Watcher monitors internet sites where criminals may buy, sell, and trade personal identity information. An alert will be generated if evidence of your personal identity information is found.

### **Public Persona**

Public Persona monitors and notifies when names, aliases, and addresses become associated with your Social Security number. If information is found, you will receive an alert.

### **Quick Cash Scan**

Quick Cash Scan monitors short-term and cash-advance loan sources. You will receive an alert when a loan is reported, and you can call a Kroll fraud specialist for more information.

### **\$1 Million Identity Fraud Loss Reimbursement**

Reimburses you for out-of-pocket expenses totaling up to \$1 million in covered legal costs and expenses for any one stolen identity event. All coverage is subject to the conditions and exclusions in the policy.

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and can do most of the work for you. Your investigator will be able to dig deep to uncover the scope of the identity theft, and then work to resolve it.