



LEWIS BRISBOIS BISGAARD & SMITH LLP

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August 13, 2021

**VIA ONLINE PORTAL**

Attorney General Aaron Frey  
Office of the Attorney General  
Consumer Protection Division  
Security Breach Notification  
111 Sewall Street, 6th Floor  
Augusta, ME 04330

**Re: Notification of Data Security Incident**

Dear Attorney General Frey:

We represent Mercer Valve Co., Inc. (“Mercer”), a manufacturer of safety relief valves for commercial and industrial businesses, in connection with a recent data security incident described below. Mercer has notified the impacted individuals of the incident. The purpose of this letter is to provide formal notice to your office.

**I. Nature of the Security Incident**

On March 21, 2021, Mercer discovered malicious activity within their environment. Upon learning of this activity, they took steps to secure the digital environment and began an investigation to determine what happened. In so doing, Mercer engaged independent cyber experts to determine what happened and whether personal information may have been accessed or acquired without authorization. On June 17, 2021, the investigation determined that personal information in the network could have been accessed or acquired without authorization. The information varies by individual, but may include individuals’ names, dates of birth, driver’s license or state identification numbers, Social Security Numbers, financial account and routing numbers, medical diagnosis and treatment information, and payment card numbers and expiration dates and CVV codes.

**II. Number of Maine Residents Affected**

Mercer notified one Maine resident of this data security incident by letter sent via U.S. First Class mail on August 6, 2021. A sample copy of the notification letter sent to the affected individual is included with this correspondence.

### **III. Actions Taken in Response to the Incident**

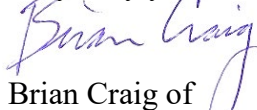
As soon as Mercer detected a potential incident, it launched an investigation, engaged a digital forensics firm, and worked to determine whether any personal information was accessed or acquired without authorization. This includes working with leading cybersecurity experts to enhance the security of their digital environment.

Mercer also offered identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: 12 months of credit and Cyberscan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services.

### **IV. Contact Information**

If you have any questions or need additional information, please do not hesitate to contact me at 202.926.2904 or [Brian.Craig@lewisbrisbois.com](mailto:Brian.Craig@lewisbrisbois.com).

Very truly yours,



Brian Craig of  
LEWIS BRISBOIS BISGAARD & SMITH LLP



P.O. Box 1907  
Suwanee, GA 30024

To Enroll, Please Call:  
(800) 939-4170  
Or Visit:  
<https://app.idx.us/account-creation/protect>  
Enrollment Code: [XXXXXXXXXX]

<<NAME>>  
<<STREET ADDRESS>>  
<<CITY>>, <<STATE>> <<ZIP CODE>>

August 6, 2021

**Re: Notice of Data Security Incident**

Dear <<NAME>>:

I am writing to inform you of a data security incident that may have involved your personal information. Mercer Valve Co., Inc. (“Mercer”) takes the privacy and security of your information very seriously, which is why we are informing you of the incident and offering you complimentary identity monitoring services. Please read this letter carefully as it contains information regarding the incident, the type of information potentially involved, and the steps that you can take to help protect your personal information.

**What Happened.** On March 21, 2021, Mercer detected a data security incident that disrupted access to our corporate network. We immediately initiated an investigation and engaged cybersecurity experts to assist with the process. On June 17, 2021, the investigation determined that your personal information may have been involved in the incident.

**What Information Was Involved.** The information may have involved your name and << DATA ELEMENTS>>.

**What We Are Doing.** As soon as we discovered this incident, we took the measures referenced above. We also enhanced the security of our network to help prevent a similar incident from occurring in the future. We also notified the Federal Bureau of Investigation (“FBI”) and will provide whatever cooperation is necessary to hold the perpetrators accountable.

We are providing you with steps that you can take to help protect your personal information, and as an added precaution, we are offering you complimentary identity protection services through IDX, a leader in risk mitigation and response. These services include <<12/24>> months of credit monitoring, dark web monitoring, a \$1,000,000 identity fraud loss reimbursement policy, and fully-managed identity theft recovery services.

**What You Can Do.** We are not aware of any misuse of your information as a result of this incident. However, out of an abundance of caution, we encourage you to enroll in the complimentary services offered by going to <https://app.idx.us/account-creation/protect> or calling (800) 939-4170 and using the enrollment code referenced above. Please note that the deadline to enroll is November 6, 2021.

**For More Information.** Further information about how to protect your personal information appears on the following page. If you have questions or need assistance, please call (800) 939-4170 from 6 am - 6 pm Pacific Time, Monday through Friday.

The security of your information is a top priority for Mercer, and we are committed to safeguarding your data and privacy.

Sincerely,

A handwritten signature in black ink, appearing to read 'Richard Taylor', with a stylized, cursive script.

Richard Taylor  
President, Mercer Valve Co., Inc.

## Steps You Can Take to Further Protect Your Information

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**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 <http://www.annualcreditreport.com/>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

**TransUnion**

P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[www.transunion.com](http://www.transunion.com)

**Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
1-888-548-7878  
[www.equifax.com](http://www.equifax.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. 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. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

**Security Freeze:** Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. 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 potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. 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 insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

**Federal Trade  
Commission**

600 Pennsylvania Ave, NW  
Washington, DC 20580  
[www.consumer.ftc.gov](http://www.consumer.ftc.gov),  
and  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney  
General**

200 St. Paul Place  
Baltimore, MD 21202  
[www.oag.state.md.us](http://www.oag.state.md.us)  
1-888-743-0023

**North Carolina Attorney  
General**

9001 Mail Service Center  
Raleigh, NC 27699  
[www.ncdoj.gov](http://www.ncdoj.gov)  
1-877-566-7226

**Rhode Island  
Attorney General**

150 South Main Street  
Providence, RI 02903  
<http://www.riag.ri.gov>  
1-401-274-4400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).