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426 W. Lancaster Avenue, Suite 200
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September 30, 2025

VIA E-MAIL

Office of the New Hampshire Attorney General
Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301
E-mail: DOJ-CPB@doj.nh.gov

Re: Notice of Data Event

To Whom It May Concern:

We represent Karndean Designflooring (“Karndean”) located at 1100 Pontiac Court, Export, PA 15632, and write to notify your office of an incident that may affect the security of certain personal information relating to two (2) New Hampshire residents. By providing this notice, Karndean does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

Nature of the Data Event

On July 25, 2025, Karndean learned of suspicious activity on certain systems in its environment. Upon learning this, Karndean immediately launched an investigation to determine the nature and scope of the activity. As a result of the investigation, we determined that certain files were accessed or taken without authorization between July 05, 2025, and July 26, 2025. Karndean conducted a thorough review of the files acquired to confirm whether it contained any sensitive information. Karndean’s review recently determined that personal information related to certain individuals was impacted by this event.

The information that could have been subject to unauthorized access includes name, Social Security number, financial account information, and driver's license number.

Notice to New Hampshire Residents

On or about September 30, 2025, Karndean provided written notice of this incident to two (2) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

Other Steps Taken and To Be Taken

Upon discovering the event, Karndean moved quickly to investigate and respond to the incident, assess the security of Karndean systems, and identify potentially affected individuals. Further, Karndean notified federal law enforcement regarding the event. Karndean is also working to implement additional safeguards and training to its employees. Karndean is providing access to credit monitoring services for twelve (12) months, through TransUnion, to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, Karndean is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. Karndean is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, information on protecting against tax fraud, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

Karndean is providing written notice of this incident to relevant state regulators, as necessary, and to the three major credit reporting agencies, Equifax, Experian, and TransUnion.

Contact Information

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4888.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Richard Aponte-Boyd".

Richard Aponte-Boyd of
MULLEN COUGHLIN LLC

RAB/kzs
Enclosure

EXHIBIT A



Karndean Designflooring
c/o Cyberscout
555 Monster Rd SW
Renton, WA 98057
USBFS1933



[REDACTED]

[REDACTED]

[REDACTED]



September 30, 2025

NOTICE OF SECURITY INCIDENT

Dear [REDACTED]:

Karndean Designflooring (“Karndean”) writes to notify you of an incident that may affect the security of some of your information. This letter provides details of the incident, our response, and steps you may take to better protect against possible identity theft or fraud should you feel it is appropriate to do so.

What Happened? On July 25, 2025, Karndean learned of suspicious activity on certain systems in its environment. Upon learning this, Karndean immediately launched an investigation to determine the nature and scope of the activity. As a result of the investigation, we determined that certain files were accessed or taken without authorization between July 05, 2025, and July 26, 2025. We conducted a thorough review of the files acquired to confirm whether it contained any sensitive information, for purposes of providing notice. We are notifying you because that investigation determined certain information related to you was contained within the impacted files.

What Information Was Involved? The review determined the following information related to you was present in the impacted files your name and: [REDACTED]

[REDACTED]
[REDACTED].

What We Are Doing. The confidentiality, privacy, and security of personal information is among Karndean’s highest priorities, and we have security measures in place to protect information in our care. Upon discovery, we promptly commenced an investigation to confirm the nature and scope of this incident. This investigation and response included confirming the security of our systems, reviewing the contents of relevant data for sensitive information, and notifying potentially impacted individuals. While we have measures in place to protect information in our care, as part of our ongoing commitment to the privacy of information, we continue to review our policies, procedures and processes related to the storage and access of personal information to reduce the likelihood of a similar future event. We will also notify applicable regulatory authorities as required .

We are providing you with access to [REDACTED] months of Single Bureau Credit Monitoring/Single Bureau Credit Report/Single Bureau Credit Score services through Cyberscout, a TransUnion company specializing in fraud assistance and remediation services at no cost to you. A description of the services and instructions on how to enroll can be found within the enclosed *Steps You Can Take to Help Protect Personal*

Information. Please note that you must complete the enrollment process yourself, as we are not permitted to enroll you in these services.

What You Can Do. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your relevant account statements and monitoring your free credit reports for suspicious activity and to detect errors over the next [REDACTED] months. We also recommend you review the *Steps You Can Take to Help Protect Personal Information* section of this letter. There you will find additional information regarding ways to monitor and protect your information.

For More Information. If you have questions, you can call our dedicated assistance line at 833-855-4203 which is available Monday through Friday, between the hours of 8:00 a.m. to 8:00 p.m. Eastern Time, excluding major U.S. holidays. You can also write to us at 1100 Pontiac Court, Export, PA 15632.

Sincerely,

Karndean Designflooring

Steps You Can Take To Help Protect Personal Information

Enroll in Monitoring Services

To enroll in Credit Monitoring services at no charge, please log on to <https://bfs.cyberscout.com/activate> and follow the instructions provided. When prompted please provide the following unique code to receive services: [REDACTED]. In order for you to receive the monitoring services described above, you must enroll within 90 days from the date of this letter. The enrollment requires an internet connection and e-mail account and may not be available to minors under the age of 18 years of age. Please note that when signing up for monitoring services, you may be asked to verify personal information for your own protection to confirm your identity.

Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order a free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. Consumers may also directly contact the three major credit reporting bureaus listed below to request a free copy of their credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If consumers are the victim of identity theft, they are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should consumers wish to place a fraud alert, please contact any of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in a consumer’s name without consent. However, consumers should be aware that using a credit freeze to take control over who gets access to the personal and financial information in their credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application they make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, consumers cannot be charged to place or lift a credit freeze on their credit report. To request a credit freeze, individuals may need to provide some or all of the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft if they are a victim of identity theft.

Should consumers wish to place a credit freeze or fraud alert, please contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
https://www.equifax.com/personal/credit-report-services/	https://www.experian.com/help/	https://www.transunion.com/data-breach-help
1-888-298-0045	1-888-397-3742	1-833-799-5355
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion, P.O. Box 160, Woodlyn, PA 19094

Additional Information

Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps they can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or their state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. Consumers can obtain further information on how to file such a complaint by way of the contact information listed above. Consumers have the right to file a police report if they ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, consumers will likely need to provide some proof that they have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and the relevant state Attorney General. This notice has not been delayed by law enforcement.

For District of Columbia residents, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, D.C. 20001; (202) 442-9828; and oag.dc.gov.

For Maryland residents, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-576-6300 or 1-888-743-0023; and <https://www.marylandattorneygeneral.gov/>.

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

For North Carolina residents, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and www.ncdoj.gov.

For Rhode Island residents, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; www.riag.ri.gov; and 1-401-274-4400. Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 3 Rhode Island residents that may be impacted by this event.