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February 20, 2026

**VIA E-MAIL (DOJ-CPB@DOJ.NH.GOV)**

Office of the New Hampshire Attorney General  
Consumer Protection & Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301

**Re: MAX USA Corp. - Incident Notification**

Dear Office of the Attorney General:

This law firm represents MAX USA Corp. (“MAX USA”), located at 205 Express St., Plainview, NY 11803. I am writing to notify your office of a data security incident that may have affected approximately one (1) New Hampshire resident. MAX USA takes the security and privacy of information within its control seriously, and has taken steps to prevent a similar incident from occurring in the future.

On or about January 13, 2026, MAX USA became aware of suspicious activity affecting portions of its network environment. Upon detecting this activity, MAX USA acted immediately to contain it and initiated a forensic investigation, assisted by external cybersecurity specialists. The investigation determined that an unauthorized third-party accessed MAX USA’s network environment and viewed certain files and folders, and exfiltrated some data. The unauthorized access to those files and folders is believed to have occurred between January 11, 2026 and January 13, 2026. The forensic investigation commenced by MAX USA concluded on February 10, 2026.

The information accessed contained business and employment records. The type of impacted data may have included one or more of the following: name, date of birth, Social Security number, driver’s license number, contact information, financial account information, and health insurance information. At this time, MAX USA has seen no evidence that the information in the accessed files and folders has been publicly disclosed and is not aware of any attempt to misuse the information.

Upon learning of this incident, MAX USA took immediate steps to contain and remediate the issue, including notifying the FBI, isolating affected systems, disabling compromised accounts, resetting passwords, implementing multi-factor authentication, and enhancing monitoring to detect any other unusual activities.

MAX USA provided a preliminary notification on January 15, 2026 to the affected New Hampshire resident whose information it suspected may have been compromised, and subsequently issued written notification via U.S. mail to the affected New Hampshire resident on February 18, 2026. MAX USA is not aware of any reports of identity fraud as a direct result of this incident. However, to help protect the individual's identity, MAX USA is offering 24 months of complimentary credit monitoring and identity theft protection services through Identity Theft Guard Solutions, Inc. d/b/a IDX, and has established a dedicated call center to respond to questions from affected individuals. A sample copy of the notification is attached hereto.

At MAX USA, protecting the privacy of personal information is a top priority. It remains committed to safeguarding the personal information in its possession and has implemented multiple precautions to protect it. Further, MAX USA continues to evaluate and enhance its practices and internal controls to further strengthen the security and privacy of personal information.

Should you have any questions regarding this matter, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Gene F. Price". The signature is written in a cursive style with a large, looping initial "G".

Gene F. Price  
Partner  
FBT Gibbons LLP.

Enclosed: Sample Notification Letter.

MAX USA CORP.  
Return to Mailing Process Center  
P.O. Box 989728  
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>  
<<Address 1>>  
<<Address 2>>  
<<City>>, <<State>> <<Zip>>  
<<Country>>

Enrollment Code: <<XXXXXXXXXX>>

Enrollment Deadline: May 18, 2026

To Enroll, Scan the QR Code Below:



Or Visit:  
<https://app.idx.us/account-creation/protect>

February 18, 2026

**Notice of Data <<Breach/Security Incident>>**

Dear <<First Name>> <<Last Name>>,

**What Happened**

We are writing to inform you of a recent security incident at MAX USA CORP. On January 13<sup>th</sup>, we became aware of suspicious activity affecting portions of its network environment. After an investigation, assisted by external cybersecurity specialists, we have concluded that an unauthorized third party had access to our environment, and viewed certain files and folders. We believe the unauthorized access to those files and folders occurred between January 11<sup>th</sup>, 2026 and January 13<sup>th</sup>, 2026. We acted immediately to contain the activity and launched a forensic investigation. At this time, we have seen no evidence that the data in these files and folders has been publicized, and we are not aware of any attempt to misuse any of the compromised information.

**What Information Was Involved**

The information accessed contained business and employment records. Depending on the individual, this may have included name, date of birth, Social Security number, driver's license number, contact information, and, in some cases, payroll, tax withholding, direct-deposit, or benefit enrollment information. For certain individuals, employment records may also include health insurance information associated with benefits elections. We will confirm the specific data elements applicable to you upon request and will notify you if our review identifies any additional elements.

**What We Are Doing**

We have isolated affected systems, disabled compromised accounts, reset passwords, enhanced monitoring, and engaged third-party incident response specialists to investigate and remediate. We are taking additional steps to protect your information from theft or similar criminal activity in the future.

In addition, we are offering identity theft protection services through IDX, the data breach and recovery services expert. IDX identity protection services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed ID theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

### **What You Can Do**

We encourage you to contact IDX to enroll in the free identity protection services by calling 1-833-788-9712, going to <https://app.idx.us/account-creation/protect>, or scanning the QR image and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering.

### **For More Information**

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the enrollment code at the top of this letter when calling or enrolling online, so please do not discard this letter.

Please call 1-833-788-9712 or go to <https://app.idx.us/account-creation/protect> for assistance.

Sincerely,

MAX USA CORP.  
205 Express St.  
Plainview, NY 11803



## Recommended Steps to Help Protect Your Information

**1. Website and Enrollment.** Scan the QR image or go to <https://app.idx.us/account-creation/protect> and follow the instructions for enrollment using your Enrollment Code provided at the top of the letter. Please note the deadline to enroll is May 18, 2026.

**2. Activate the credit monitoring** provided as part of your IDX identity protection membership. The monitoring included in the membership must be activated to be effective. Note: You must have established credit and access to a computer and the internet to use this service. If you need assistance, IDX will be able to assist you.

**3. Telephone.** Contact IDX at 1-833-788-9712 to speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

**4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled in IDX identity protection, notify them immediately by calling or by logging into the IDX website and filing a request for help.

If you file a request for help or report suspicious activity, you will be contacted by a member of our ID Care team who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Care Specialist who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

**5. Place Fraud Alerts** with the three credit bureaus. If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

## Credit Bureaus

Equifax Fraud Reporting  
1-866-349-5191  
P.O. Box 105069  
Atlanta, GA 30348-5069  
[www.equifax.com](http://www.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

**Please Note: No one is allowed to place a fraud alert on your credit report except you.**

**6. Security Freeze.** By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. There is no cost to freeze or unfreeze your credit files.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**California Residents:** Visit the California Office of Privacy Protection ([www.oag.ca.gov/privacy](http://www.oag.ca.gov/privacy)) for additional information on protection against identity theft. Office of the Attorney General of California, 1300 I Street, Sacramento, CA 95814, Telephone: 1-800-952-5225.

**Kentucky Residents:** Office of the Attorney General of Kentucky, 700 Capitol Avenue, Suite 118 Frankfort, Kentucky 40601, [www.ag.ky.gov](http://www.ag.ky.gov), Telephone: 1-502-696-5300.

**Maryland Residents:** Office of the Attorney General of Maryland, Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202, <https://oag.maryland.gov>, Telephone: 1-888-743-0023.

**New Mexico Residents:** You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the 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 credit 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 a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

**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/>.

**North Carolina Residents:** Office of the Attorney General of North Carolina, 9001 Mail Service Center Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), Telephone: 1-919-716-6400.

**Oregon Residents:** Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096, [www.doj.state.or.us/](http://www.doj.state.or.us/), Telephone: 1-877-877-9392.

**Rhode Island Residents:** Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, [www.riag.ri.gov](http://www.riag.ri.gov), Telephone: 1-401-274-4400.

**All US Residents:** Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580, <https://consumer.ftc.gov>, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.