



April 22, 2026

Office of the Attorney General  
New Hampshire  
1 Granite Place  
Concord, NH 03301

**Re: Notice of Third-Party Data Security Incident (First Advantage)**

Dear Attorney General:

On behalf of Rich Products Corporation (“RPC”), we write to notify your office, pursuant to applicable state data breach notification laws, of a recent data security incident involving personal information of certain New Hampshire residents. The incident resulted from unauthorized access to personal information maintained by our service provider, First Advantage Corporation (“First Advantage”), on our behalf.

**Nature of the Incident**

On March 23, 2026, RPC was notified by a third-party vendor, First Advantage Corporation (“First Advantage”), of a security incident involving unauthorized access to a First Advantage employee’s email account (the “Incident”). Upon discovery, on November 17, 2025, First Advantage stated that they promptly disabled the affected account, initiated incident response procedures, engaged external cybersecurity experts, and commenced an investigation.

First Advantage’s investigation determined that the unauthorized third party gained access to single FA Drug & Occupational Health Screening Unit employee’s email account through a phishing attack on or about November 13, 2025, and downloaded the contents of that mailbox. The Incident appears to be limited to this single employee email account and did not impact First Advantage’s broader network, systems, or service platforms.

First Advantage’s review of the mailbox contents determined that the personal information of certain individuals associated with our organization had been accessed. The affected information included first and last name together with driver’s license number, and, depending on the specific record, Social Security number and date of birth.

First Advantage has stated that there is currently no evidence of misuse of the information; however, we are providing this notice out of an abundance of caution.

**Number of Affected Residents**

At this time, we have identified approximately 2 residents of New Hampshire whose information was involved.

**Notification to Affected Individuals**

We are in the process of working with First Advantage to notify the affected individuals in

accordance with applicable law. The notification includes a description of the incident, the types of information involved, and steps individuals may take to help protect themselves.

Affected individuals are being offered 24 months of complimentary credit monitoring and identity protection services by First Advantage at no cost.

### **Remediation and Mitigation Measures by First Advantage**

Upon learning of the incident, it is our understanding that First Advantage took the following steps to contain and remediate the issue, including:

- Disabling the affected email account;
- Initiating a forensic investigation with external cybersecurity experts;
- Resetting access credentials and enhancing security controls; and
- Reviewing and strengthening its security practices.

We are continuing to work with First Advantage to evaluate the incident and ensure appropriate safeguards are in place.

### **Remediation and Mitigation Measures by Rich Products**

Upon learning of the Incident on March 23, 2026, RPC promptly initiated an internal review and coordinated with First Advantage to assess the scope and potential impact of the Incident. Based on the information available to date, there is no indication that our systems, networks, or environment were compromised.

We have taken and/or are continuing to take the following steps:

- Conducted an internal assessment to confirm that no unauthorized access occurred within our systems;
- Coordinated with First Advantage to obtain additional details regarding the incident, including scope, impacted individuals, and remediation efforts;
- Reviewed our data sharing practices with First Advantage to confirm that access was limited to what was necessary for the services provided and timely data destruction is conducted after services are concluded;
- Evaluated our vendor management and oversight processes in light of this Incident including timing of initial report of the Incident; and
- Are continuing to monitor the situation and assess whether any additional safeguards or controls are warranted.

We will continue to work with First Advantage to ensure appropriate remediation measures are implemented and to mitigate the risk of similar incidents in the future.

**Applicable State Law Notifications**

This notice is being provided pursuant to applicable state data breach notification laws. To the extent required, this notice is being provided contemporaneously with notice to affected residents.

**Contact Information**

If your office has any questions or requires additional information, please contact:

Erika Marabella, Deputy General Counsel  
Rich Products Corporation  
1 Robert Rich Way  
Buffalo, New York 14213  
Email: [EMarabella@rich.com](mailto:EMarabella@rich.com)  
Phone: 716-878-8144

Sincerely,



Erika Marabella, Deputy General Counsel

CONFIDENTIAL



Membership Number: <<Unique Code>>

For more information about Cyberscout/TransUnion and your Identity Monitoring services, you can visit <https://bfs.cyberscout.com/activate>.

**What You Can Do.**

We encourage you to remain vigilant and review your account statements and free credit reports regularly to ensure there is no unauthorized or unexplained activity. We also encourage you to enroll in the complimentary credit monitoring services that we are offering. Please review the enclosed *Steps You Can Take to Help Protect Personal Information*, which contains details about this offer and general guidance on what you can do to safeguard against possible future misuse of your information.

**For More Information.**

We have established a dedicated call center to answer questions about this incident. If you have any questions regarding this incident, please call **833-289-5957**, 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday, excluding major U.S. holidays.

We understand and regret any concern this incident may have caused and appreciate your patience and understanding.

Sincerely,

First Advantage

## Steps You Can Take to Help Protect Personal Information

**Fraud Alerts:** 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](http://www.annualcreditreport.com) or call 1-877-322-8228 toll-free. 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 one-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.

- **Equifax:** [https://assets.equifax.com/assets/personal/Fraud\\_Alert\\_Request\\_Form.pdf](https://assets.equifax.com/assets/personal/Fraud_Alert_Request_Form.pdf)
  - Equifax Information Services, P.O. Box 105069, Atlanta, GA 30348-5069
- **Experian:** <https://www.experian.com/help/fraud-alert>
  - Experian, P.O. Box 9554, Allen, TX 75013
- **TransUnion:** <https://www.transunion.com/fraud-alerts>
  - TransUnion, P.O. Box 2000, Chester, PA 19016

**Credit Freeze:** As an alternative to a fraud alert, consumers have the right to place a “credit freeze” at no charge 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, please contact the three major credit reporting bureaus listed below:

- **Equifax:** <https://www.equifax.com/personal/credit-report-services/credit-freeze>; 1-888-298-0045
  - Equifax Information Services LLC, P.O. Box 105788, Atlanta, GA 30348-5069
- **Experian:** <https://www.experian.com/freeze/center.html>; 1-888-397-3742
  - Experian Security Freeze, P.O. Box 9554, Allen, TX 75013
- **TransUnion:** <https://www.transunion.com/credit-freeze>; 1-800-909-8872
  - TransUnion, P.O. Box 160, Woodlyn, PA 19094

**Federal Trade Commission:** Consumers may further educate themselves regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the three major credit reporting bureaus, the Federal Trade Commission, or your state attorney general. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338). 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) 727-3400; [oag.dc.gov](http://oag.dc.gov).*

*For Iowa residents*, you are advised to report any suspected identity theft to law enforcement, including local law enforcement or the Iowa Attorney General. The Iowa Attorney General may be contacted at: 1305 E. Walnut Street, Des Moines, IA 50319; (515) 281-5926 or (888) 777-4590 (for outside of the Des Moines metro area); [iowaattorneygeneral.gov](http://iowaattorneygeneral.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, Baltimore, MD 21202; (410) 528-8662 or (888) 743-0023; [oag.maryland.gov](http://oag.maryland.gov). First Advantage's primary address is: 1 Concourse Parkway NE, Suite 200, Atlanta, GA 30328.

*For Massachusetts residents*, under Massachusetts law, individuals have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

*For New Mexico residents*, consumers have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in their credit file has been used against them, the right to know what is in their credit file, the right to ask for their credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to consumers' files is limited; consumers must give consent for credit reports to be provided to employers; consumers may limit "prescreened" offers of credit and insurance based on information in their credit report; and consumers may seek damages from violators. Consumers 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. We encourage consumers to review their rights pursuant to the Fair Credit Reporting Act by visiting <https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf>, or by writing Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave. NW, Washington, D.C. 20580.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; (800) 771-7755; [ag.ny.gov](http://ag.ny.gov).

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; (877) 566-7226 or (919) 716-6000; [www.ncdoj.gov](http://www.ncdoj.gov).

*For Oregon residents*, you are advised to report any suspected identity theft to law enforcement, including the Federal Trade Commission and the Oregon Attorney General. The Oregon Attorney General may be contacted at: 1162 Court St. NE, Salem, OR 97301-4096; (877) 877-9392; [doj.state.or.us](http://doj.state.or.us). For more information on security freezes, you can visit the Oregon Department of Consumer and Commercial Services website at <https://dfc.oregon.gov/financial/protect/pages/place-credit-freeze.aspx>.

*For Rhode Island residents*, the Rhode Island Attorney General may be contacted at: 150 South Main Street, Providence, RI 02903; (401) 274-4400; [www.riag.ri.gov](http://www.riag.ri.gov). Under Rhode Island law, individuals have the right to obtain any police report filed in regard to this event. There are approximately 4 Rhode Island residents that may be impacted by this event.

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<<FirstName>> <<MiddleName>> <<LastName>> <<Suffix>>  
<<Address 1>> <<Address 2>>  
<<City>> <<State>> <<PostalCode+4>>



April 21, 2026

### **Notice of Security Incident**

Dear <<FirstName>> <<LastName>>:

We are writing to let you know of a cybersecurity incident that affected certain of your personal information processed by First Advantage Corporation (“First Advantage”). We are writing to provide you with information about the incident, our response and additional measures you can take to help protect yourself.

#### **What Happened?**

On November 17, 2025, First Advantage became aware that an unauthorized third party obtained access through sophisticated phishing to a single First Advantage Drug & Occupational Health Screening Unit employee’s account. First Advantage promptly launched an investigation and determined that the unauthorized third party gained access on or about November 13, 2025. Leveraging this access, the unauthorized third party was then able to use the employee’s account and download the contents of the employee’s email inbox. To date, we are not aware of fraud or misuse of personal information resulting from this incident.

#### **What Information Was Involved?**

We can confirm that the following information of yours was affected: <<Data Elements>>.

#### **What We Are Doing.**

As part of our response, we disabled the employee’s account and implemented a number of safeguards across our systems to enhance our security. We are continuing to evaluate additional steps we can take and additional safeguards we can implement to prevent something like this from happening again.

While we are not aware of identity theft or fraud related to this incident, we are offering you two years of complimentary credit monitoring and identity restoration services through Cyberscout, a TransUnion company.

Details about this offer and instructions on how to activate these services are enclosed with this letter. Cyberscout/TransUnion 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, Fraud Consultation, and Identity Theft Restoration.

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

*You have until July 21, 2026 to activate your identity monitoring services.*

Membership Number: <<Unique Code>>.

For more information about Cyberscout/TransUnion and your Identity Monitoring services, you can visit <https://bfs.cyberscout.com/activate>.

**What You Can Do.**

We encourage you to remain vigilant and review your account statements and free credit reports regularly to ensure there is no unauthorized or unexplained activity. We also encourage you to enroll in the complimentary credit monitoring services that we are offering. Please review the enclosed *Steps You Can Take to Help Protect Personal Information*, which contains details about this offer and general guidance on what you can do to safeguard against possible future misuse of your information.

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We understand and regret any concern this incident may have caused and appreciate your patience and understanding.

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