

LETTER TO ATTORNEY GENERAL

April 30, 2026

Attorney General John Formella
Office of the Attorney General
1 Granite Place South,
Concord, NH 03301

Dear Attorney General Formella:

McLane Middleton represents Quality Carton & Converting, LLC. Pursuant to M.G.L. c. 93H, we are writing to notify you of data security incident involving 29 New Hampshire residents.

IDENTIFICATION OF PARTIES

Quality Carton & Converting, LLC located at 175 Ward Hill Ave, Haverhill, MA 01835 was involved in the incident and is reporting it herein. Quality Carton and Converting (QCC) is engaged in the business of manufacturing food and beverage paperboard packaging.

The threat actor Akira was responsible for the incident. Akira is a ransomware group.

NATURE OF THE DATA SECURITY INCIDENT

On or around February 10, 2026, QCC became aware of suspicious activity within its computer environment. We swiftly launched an investigation with the assistance of third-party cybersecurity specialists, retained through outside counsel, to determine the nature and scope of the suspicious activity. After investigating, it was discovered that Akira obtained documents relating to payroll, benefits, and client operations, containing personal information and other data. The personal information and other data obtained was in electronic form and was not encrypted.

QCC is not aware of any identity theft, fraud, or financial losses to consumers or employees.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

Approximately 29 New Hampshire residents' personal information was the subject of the incident, as known at the time of this notification. These New Hampshire residents will be notified via paper mail April 29, 2026.

STEPS YOU HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT

Upon discovering the incident, QCC promptly initiated an internal investigation and took steps to implement additional safeguards to further protect the security of our systems, including retaining outside counsel and an independent cybersecurity consultant.

Additionally, QCC notified and consulted with law enforcement regarding the event. After containing and confirming the nature of the event, we conducted a comprehensive evaluation to identify the full scope of potentially affected individuals. This process was completed on or around March 19, 2026.

At the time of this notification, QCC has no evidence that any personal information has been used for fraudulent purposes. To mitigate the risk of recurrence, QCC has enhanced its security infrastructure and is reviewing all aspects of its cybersecurity program.

QCC is providing complimentary credit monitoring for those whose personal information was subject of the incident for 24 months by Experian. New Hampshire residents may obtain the services through the instructions provided in the notification letter. All New Hampshire residents whose personal information was subject of the incident will receive the credit monitoring service.

We trust that this letter provides you with the information you need to initially assess this matter and are happy to address any questions or concerns you may have.

Sincerely,

A handwritten signature in cursive script that reads "Alex Intile".

Alex Intile
Counsel
(781) 904-2665
Alex.Intile@mclane.com

<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>

April 29, 2026

RE: NOTICE OF SECURITY EVENT

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

Quality Carton & Converting, LLC (“QCC”) is writing to advise you of a recent event that may impact the security of certain personal information related to you. We are providing you with information about the event, the steps we have taken since discovering the event, and steps you may take to help protect against the possibility of identity theft and fraud.

What Happened?

On or around February 10, 2026, QCC became aware of suspicious activity within its computer environment. We swiftly launched an investigation with the assistance of third-party cybersecurity specialists to determine the nature and scope of the suspicious activity. Additionally, QCC worked to contain and remediate the incident, an effort which has since been completed. As part of this effort, QCC took steps to implement additional safeguards to further protect the security of our systems. Additionally, QCC notified and consulted with law enforcement regarding the event. After containing and confirming the nature of the event, we conducted a comprehensive evaluation to identify the full scope of potentially affected individuals. This process was completed on or around March 19, 2026.

We are notifying you because, based on our review, we determined that some of your personal information was subject to unauthorized access/acquisition.

What Information Was Involved?

Our investigation determined that the following types of your personal information were involved: your name, postal address, date of birth, telephone number, Social Security number, bank or financial account information institution, the number of your account at that bank or financial institution, and any additional information provided to QCC as part of the employer/employee relationship.

What We Are Doing?

We take the protection of your information seriously. As soon as we learned of the event, we promptly took steps to strengthen the security of our systems and mitigate the risk of recurrence. We have no evidence at this time that your information has been used for identity fraud, however we are notifying you so that you may take steps to protect your information. To help you protect your information, we are also offering you two years of identity protection services, at no cost, through Experian. To enroll, follow the steps below.

What You Can Do?

We are offering a complimentary two year membership in Experian IdentityWorks. This product provides you with identity and credit protection and resolution of identity, credit, and certain financial fraud. The Terms and

Conditions for this offer are located at www.ExperianIDWorks.com/restoration. To activate your membership please follow these steps:

- Enroll by **July 31, 2026**. Your code will not work after that date.
- Visit the Experian IdentityWorks website: <https://www.experianidworks.com/1Bcreditmembership>
- Provide the following activation code: **5ZKQXQWDN**.

If you have questions about this service, or need assistance with identity, credit, or financial fraud restoration, please contact Experian at **(833) 931-7577** Monday – Friday, 8 am – 8 pm Central Time (excluding major U.S. holidays) by **July 31, 2026**. Please be prepared to provide the engagement number **B163432** as proof of eligibility for the identity, credit, and financial fraud restoration services.

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any identity, credit, or financial fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- Experian credit report at signup: See what information is associated with your credit file. Daily credit reports are available for online members only.¹
- Credit Monitoring: Actively monitors Experian file for indicators of fraud.
- Identity Restoration: Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- Experian IdentityWorks ExtendCARE™: You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- \$1 Million Identity Theft Insurance: Provides coverage for certain costs and unauthorized electronic fund transfers.²

QCC strongly encourages you to promptly use the foregoing information to enroll yourself in these credit, identity, and financial crime protection services.

We also encourage you to review the enclosed *Steps You Can Take to Help Protect Your Personal Information* for additional guidance.

For More Information.

We understand that you may have questions or concerns that are not addressed in this letter. Please contact us by phone at 978-997-9617 or by email at qccma@qccma.com with any questions or concerns.

Sincerely,

David Hatch, Jr.

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

Steps you Can Take to Help Protect Your Personal Information

Monitor Your Accounts

We encourage you to remain vigilant against incidents of identity theft and fraud, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit www.annualcreditreport.com or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

If you have questions or notice incorrect information, contact the credit reporting agency.

Place a Security Freeze

You have the right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a security freeze on your credit report. Should you wish to place a security freeze, please contact the major consumer reporting agencies listed below:

Experian

P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/help/credit-freeze/

TransUnion

P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com/credit-freeze

Equifax

P.O. Box 105788
Atlanta, GA 30348-5788
1-888-378-4329
www.equifax.com/personal/credit-report-services

To request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. All addresses you've used in the past two (2) years;
5. Proof of current address, such as a current pay stub, utility bill, or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report. You may also temporarily

lift a security freeze for a specified period of time rather than for a specific entity or individual, using the same contact information above. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for request made by mail) after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have between one (1) hour (for requests made online) and three (3) business days (for requests made by mail) after receiving your request to remove the security freeze.

Place a Fraud Alert

As an alternative to a security freeze, you have the right to place an initial or extended “fraud alert” on your 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 you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the agencies listed below:

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com/help/fraud-alert/

TransUnion
P.O. Box 2000
Chester, PA 19016
1-800-916-8800
www.transunion.com/fraud-alerts

Equifax
P.O. Box 105069
Atlanta, GA 30348
1-888-378-4329
www.equifax.com/personal/credit-report-services

Additional Information

You can further educate yourself regarding identity theft, fraud alerts, security freezes, and the steps you can take to protect yourself, by contacting the consumer reporting agencies, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, www.identitytheft.gov, 1-877-ID-THEFT (1-877-438-4338); 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. You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

Remain Vigilant and Lookout for Phishing Schemes. We also encourage you to remain vigilant in managing and handling your personal information and be on the lookout for suspicious emails, such as phishing schemes. Phishing schemes are attempts by criminals to steal personal information, including credit card numbers and social security numbers, over email. These attempts are often made by manipulating an email to make it look as if it came from a legitimate source, but which is actually sent by a fraudulent impersonator. Pay particular attention to anyone asking you to click on a link or attachment, especially if the email requests sensitive information, and pay close attention to the email address (e.g., look for misspellings). It is also important that you check the recipient’s email address when replying to emails to ensure it is legitimate. Also consider taking steps such as carrying only essential documents with you, being aware of how and with whom you are sharing your personal information, and shredding receipts, statements, and other sensitive information once you no longer need them.