

May 27, 2026

VIA ELECTRONIC MAIL

Attorney General John M. Formella
Office of the Attorney General
Consumer Protection & Antitrust Bureau
1 Granite Place South
Concord, NH 03301

Re: **Notice of Data Security Incident**

To Whom it May Concern:

Constangy, Brooks, Smith and Prophete LLP (“Constangy”) represents Rochester Philharmonic Orchestra (“RPO”) in connection with an incident described in greater detail below. The purpose of this letter is to notify you, in accordance with New Hampshire data breach notification statute, that this incident may have affected the personal information of 2 New Hampshire residents. This notice may be supplemented with any new significant facts learned subsequent to its submission. RPO hereby reserves all rights and defenses in connection herewith.

1. Nature of Incident

On October 21, 2025, we experienced servers going on and offline. We engaged independent cybersecurity experts to assist with the process. As a result of the investigation, we determined on November 11, 2025 the specific sections of its network that may have been accessed without authorization. We undertook a comprehensive review of those files and on May 7, 2026, learned that personal information may have been within the potentially affected data. Please note that we have no evidence of the misuse, or attempted misuse, of any potentially impacted information.

The impacted information varies by individual but may have included a combination of residents’ names along with their Social Security number, Driver’s license, Health Insurance information, Medical information, and Passport number.

2. Number of Residents Affected

RPO notified 2 New Hampshire residents of the incident via first class U.S. mail on May 27, 2026. A sample copy of the notification letter is included with this correspondence.

3. Steps taken relating to the incident

In response to the incident, RPO retained cybersecurity experts and launched a forensics investigation to determine the source and scope of the compromise. RPO implemented additional security measures to further harden its environment in an effort to prevent a similar event from occurring in the future.

RPO is notifying the affected individuals and providing resources and steps individuals can take to help protect their information. In addition, RPO is offering affected individuals complimentary credit

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

IDX will also support a call center for at least 90 days to answer incident related questions.

4. Contact information

RPO takes the privacy and security of all information in its possession very seriously. If you have any questions or need additional information, please do not hesitate to contact me at 773.558.2363 or trowe@constangy.com.

Sincerely yours,

[Draft]

Todd Rowe of
CONSTANGY, BROOKS, SMITH &
PROPHETE LLP

Encl.: Sample Consumer Notification Letter



P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>>
<<Address 2>>
<<City>>, <<State>> <<Zip Code>>

Enrollment Code: <<XXXXXXXXXX>>
Enrollment Deadline: August 27, 2026

To Enroll, Scan the QR Code Below:



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

May 27, 2026

Subject: Notice of Data <<Variable Text 1: Security Incident / Breach>>

Dear <<First Name>> <<Last Name>>:

We are writing to inform you of a recent data security incident that may have affected your personal information. Rochester Philharmonic Orchestra (“RPO”) takes the privacy and security of all information within its possession very seriously. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened: On October 21, 2025, we experienced servers going on and offline. We engaged independent cybersecurity experts to assist with the process. As a result of the investigation, we determined on November 11, 2025 the specific sections of its network that may have been accessed without authorization. We undertook a comprehensive review of those files and on May 7, 2026, learned that some of your personal information may have been within the potentially affected data. Please note that we have no evidence of the misuse, or attempted misuse, of any potentially impacted information.

What Information Was Involved: The information may have included your name as well as your <<Variable Text 2: Affected Data Elements>>.

What We Are Doing: As soon as we discovered this incident, we took the steps described above and implemented measures to enhance security and minimize the risk of a similar incident occurring in the future. We are also offering you complimentary identity protection services through IDX, the data breach and recovery expert. These services include <<12 / 24>> months of credit monitoring¹, dark web monitoring, a \$1 million identity fraud loss reimbursement policy, and fully managed identity theft recovery services. The deadline to enroll in these services is August 27, 2026.

What You Can Do: Follow the recommendations on the following page to help protect your personal information. You can also enroll in the complimentary services offered to you through IDX 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.

¹ To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

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 1-833-788-9712 Monday through Friday from 9:00 am to 9:00 pm Eastern Time, excluding U.S. holidays. We take your trust in us and this matter very seriously. Please accept our sincere apologies for any worry or inconvenience this may cause.

Sincerely,

Rochester Philharmonic Orchestra
255 East Ave
Rochester, NY 14604

Steps You Can Take to Help Protect Your Personal 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 (the “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 www.annualcreditreport.com, calling toll-free 1-877-322-8228, 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:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19016
1-800-916-8800
www.transunion.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 at least 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 www.annualcreditreport.com.

Security Freeze: 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.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
877-438-4338

Maryland Attorney General

200 St. Paul Place
Baltimore, MD 21202
<https://oag.maryland.gov>
888-743-0023

Oregon Attorney General

1162 Court St., NE
Salem, OR 97301
www.doj.state.or.us/consumer-protection
877-877-9392

California Attorney General

1300 I Street
Sacramento, CA 95814
www.oag.ca.gov/privacy
800-952-5225

New York Attorney General

The Capitol
Albany, NY 12224
800-771-7755
ag.ny.gov

Rhode Island Attorney General

150 South Main Street
Providence, RI 02903
www.riag.ri.gov
401-274-4400

Iowa Attorney General

1305 E. Walnut Street
Des Moines, Iowa 50319
www.iowaattorneygeneral.gov
888-777-4590

NY Bureau of Internet and Technology

28 Liberty Street
New York, NY 10005
www.dos.ny.gov/consumerprotection/
212-416-8433

Washington D.C. Attorney General

400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov/consumer-protection
202-442-9828

Kentucky Attorney General

700 Capitol Avenue, Suite 118

Frankfort, Kentucky 40601

www.ag.ky.gov

502-696-5300

NC Attorney General

9001 Mail Service Center

Raleigh, NC 27699

ncdoj.gov/protectingconsumers/

877-566-7226

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.

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 www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf.