

June 9, 2017

Kristen McEntyre
SMH Enterprises LLC
504.450.8960

Attorney General Tom Miller
Office of the Attorney General
Consumer Protection Division
1305 E. Walnut Street
Des Moines, IA 50319
consumer@iowa.gov

Re: Data Security Incident

Dear Attorney General Miller:

We are writing to let you know that our company, SMH Enterprises LLC, experienced a data breach that affected customers of a music education software product called Tutti Music Player. SMH Enterprises takes the security and privacy of the information in its control very seriously, and is taking steps to prevent a similar incident from occurring in the future.

1. Nature of the security incident.

There was third-party access to our data server last week on or around May 30, 2017 that was discovered on May 30, 2017. We are unable to determine whether any user data was stolen by the third-party at this time, but our system was subject to third-party ransomware which encrypted server data. The server that was impacted by the attack included user email addresses and passwords stored by us. It did **not** include credit card information, DOB, or other personal identification numbers.

2. Number of Iowa residents affected.

We do not track the addresses of users and do not know if / how many Iowa residents were affected. Out of an abundance of caution we are reporting the incident to you. A sample copy of the communication to users is attached to this message.

3. Steps taken relating to the incident.

SMH Enterprises has taken steps to prevent a similar event from occurring in the future, and to protect the privacy and security of customer information. The technology team is working diligently to ensure that SMH Enterprises is protected from future attacks by,

among other things, ensuring all anti-virus and malware protections are fully operational.

4. Contact information.

SMH Enterprises remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at (504) 450.8960. Please let us know if you have any questions and/or require additional information.

Sincerely,

Kristen McEntyre

Kristen S McEntyre
SMH Enterprises LLC