



December 20, 2011

By FedEx Express

Attorney General Michael A. Delaney
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Loss of Personal Data

Dear Attorney General Delaney:

Pursuant to New Hampshire Revised Statutes Section 359-C:20-I(b), Aegis Sciences Corporation (“Aegis”) is sending you this letter to notify you of an unauthorized access or use of personal information involving one resident of New Hampshire.

Aegis provides laboratory drug testing on behalf of various individuals and organizations, including physicians, medical examiner systems, crime laboratories, sports organizations and corporations. On November 22, 2011, Aegis became aware that a laptop computer and an external hard drive storing personal information were stolen from a locked vehicle owned by an Aegis employee who was authorized to carry these items to perform his job duties. The theft occurred on November 22, 2011 in Atlanta, Georgia. The laptop computer was password protected but not encrypted. The external hard drive was not password protected or encrypted.

Stored on the stolen laptop and external hard drive were files containing information related to (i) individuals who were drug tested and (ii) individuals associated with the provision of drug testing services (e.g., collection technicians). The files contained full names, social security numbers, driver’s license numbers, dates of birth and phone numbers. The files did NOT include laboratory test results or any medical records.

We mailed a letter notifying the affected New Hampshire resident on December 20, 2011. A copy of the form notification letter is attached. In the letter, we offer the affected resident two years of a free credit monitoring product from Equifax. The letter informs the resident of the nature of the incident and the type of personal information involved, advises the resident to be vigilant for identity theft, explains how to sign-up for the credit monitoring product, includes a Security Reference Guide that outlines other steps the resident should consider taking to lessen the risk of identity theft, and provides contact information for the three major credit reporting agencies.

The theft was promptly reported to law enforcement officials, and Aegis is cooperating fully with their investigation. Further, we have hired private investigators to attempt to recover the stolen items. However, the items have not yet been recovered. Aegis is implementing additional security measures in an effort to minimize the risks of any similar incidents in the future. These measures include providing additional training to all employees regarding confidentiality, revising security procedures and encrypting all laptop computers.

Aegis takes information security and patient privacy very seriously.

Sincerely,

A handwritten signature in black ink, appearing to be 'S. S. S.', written in a cursive style.

Aegis Sciences Corporation

PROMOTION CODE: xxxxx

[TODAY'S DATE]

[INDIVIDUAL NAME]
[MAILING ADDRESS]
[CITY, STATE & ZIP CODE]

Re: Loss of Personal Data

Dear [FIRST and LAST NAME],

I am writing to inform you of a recent incident involving some of your personal information. Please read this entire letter carefully, because it contains important information for you.

Aegis Sciences Corporation ("Aegis") provides laboratory drug testing on behalf of various organizations, including organizations with which you may have an affiliation. On November 22, 2011, Aegis was notified that a laptop computer and an external hard drive storing some of your personal information was stolen from a locked vehicle owned by an Aegis employee who was authorized to carry the laptop to perform his job duties. The theft occurred on November 22, 2011 in Atlanta, Georgia. The laptop computer was password protected but not encrypted. The external hard drive was not password protected or encrypted.

The laptop and hard drive did not contain any laboratory test results or any medical records. They did contain your full name along with your social security number. Your driver's license number, date of birth, and/or phone number may have also been included.

We have investigated this incident thoroughly, reported the theft to the police and hired private investigators to attempt to recover the stolen items. To date, the items have not been recovered. We are in the process of encrypting all laptop computers and have retrained our employees on confidentiality and security procedures.

Please be assured that we take information security and your privacy seriously. We deeply regret this situation and any inconvenience this may cause you. We have no evidence that information involved in this incident has been accessed or improperly used. However, Aegis is committed to assuring the security of your data. Out of an abundance of caution, in order to help you detect the possible misuse of your information, we are offering you a free two-year membership in Equifax ID Patrol™ at no cost to you. Equifax ID Patrol will provide you with an "early warning system" to changes to your credit file and help you to understand the content of your credit file at the three major credit reporting agencies. The key features of the product and how to sign up are described in the Equifax ID Patrol™ Summary attached to this letter. In order to receive this product, please sign-up by March 31, 2012.

We encourage you to take precautions to protect the security of your personal information. We recommend that you remain vigilant to prevent identity theft and fraud by monitoring your credit reports and financial institution and other account statements. We also advise that you promptly report any suspicious activity or suspected identity theft to law enforcement or your state's attorney general. The enclosed Security Reference Guide outlines other steps you should consider to lessen the risk of identity theft and provides contact information for the three major credit reporting agencies.

Aegis sincerely apologizes for this incident and we regret any inconvenience it may cause. We encourage you to take advantage of the services described in this letter. If you have any questions regarding this incident or the information provided in this letter, please contact (800) 834-2243.

Sincerely,

David L. Black, Ph.D., D-ABFT, FAIC
President and CEO

Brett Burrell
Privacy Officer

Equifax ID Patrol™ Summary

Equifax ID Patrol provides you with a free 2 year membership:

- Comprehensive credit file monitoring and automated alerts of key changes to your Equifax, Experian, and TransUnion credit reports
- Ability to receive alerts if your Social Security Number or credit card numbers are found on Internet trading sites (available online only)
- Ability to lock and unlock your Equifax Credit Report™ (available online only)
- Wireless alerts and customizable alerts available
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- \$1 million in Identity Theft Insurance with \$0 deductible, at no additional cost to you¹
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert placement with automatic renewal functionality (available online only)

How to Enroll

To sign up online, for **online delivery** of the product go to www.myservices.equifax.com/patrol

Note: You MUST register using the above link

1. **Register:** Complete the form with your contact information (name, gender, address, date of birth, Social Security Number and telephone number) and click the “Continue” button. Complete the form with your email address, create a User Name and Password, enter the Promotion Code that is at the top of the first page of this letter in the “Promotion Code” box. The Promotion Code eliminates the need to provide a credit card number for payment. Then click the “Accept Terms & Continue” button. All of the information that you enter is in a secured environment.
2. **Verify ID:** The system will then ask you to answer up to four security questions. The questions and answers support the Equifax Identity Verification Process. Please answer the questions and then click the “Submit Order” button.
3. **Order Confirmation:** This page shows you your order. Please click the “View my Product” button to access the product features.

To sign up to receive the product by **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you by US Mail only.

1. **Activation Code:** You will be asked to enter your Promotion Code as provided at the top of your letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

¹ Identity theft insurance underwritten by subsidiaries or affiliates of Chartis Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. This product is not intended for minors (under 18 years of age).

Security Reference Guide

In addition to signing up for Equifax ID Patrol™ and carefully reviewing your financial institution and other relevant account statements, we recommend that you consider these additional steps:

Security Freeze. Some state laws allow you to place a security freeze on your credit reports. This would prohibit a credit reporting agency from releasing any information from your credit report without your written permission. You should be aware, however, that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services. The specific costs and procedures for placing a security freeze vary by state law, but this reference guide provides general information. You can find additional information at the websites of any of the three credit reporting agencies listed below.

If you believe that you have been a victim of identity theft and you provide the credit reporting agency with a valid police report, it will not charge you to place, lift or remove a security freeze on your credit reports. In all other cases, a credit reporting agency may charge you up to \$5.00 (and in some cases, up to \$20.00) each time you place, temporarily lift, or permanently remove a security freeze.

Requirements vary by state, but generally to place a security freeze on your credit report, you must send a written request to each of the three credit reporting agencies noted below, which must include 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 five years; (5) Proof of current address; (6) A legible copy of a government issued identification card; (7) A copy of any relevant police report, investigative report, or complaint to a law enforcement agency concerning identity theft and (8) If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash though the mail.

Equifax Security Freeze P.O. Box 105788 Atlanta, Georgia 30348 www.equifax.com	Experian Security Freeze P.O. Box 9554 Allen, Texas 75013 888-397-3742 www.experian.com	TransUnion Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834-6790 800-680-7289 www.transunion.com
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Free Credit Reports. To order a free copy of your credit report, visit www.annualcreditreport.com, call toll-free at (877) 322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three national credit bureaus provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The credit bureau will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the credit bureau at the telephone number on the report. Errors in this information

may be a warning sign of possible identity theft. You should notify the credit bureaus of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate credit bureau by telephone and in writing.

Fraud Alerts. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a 90 day fraud alert on your credit file, log into the Equifax Member Center and click on the fraud alert tab, visit www.fraudalerts.equifax.com or call our auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf. Fraud alerts last 90 days unless you manually renew it or use the automatic fraud alert feature within your Credit Watch subscription.

You can also place a free fraud alert on your credit report by calling any one of the toll-free fraud numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three credit bureaus. You can also place a fraud alert on your credit report online at the websites listed below for Equifax and Experian and via email for TransUnion at fvad@transunion.com.

<p>Equifax P.O. Box 105069 Atlanta, Georgia 30348-5069 877-478-7625 www.fraudalerts.equifax.com</p>	<p>Experian P.O. Box 1017 Allen, Texas 75013 888-397-3742 www.experian.com</p>	<p>TransUnion Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834-6790 800-680-7289 www.transunion.com</p>
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Police Report. If you find suspicious activity on your credit reports or account statements, or have reason to believe that your personal information is being misused, contact your local law enforcement authorities immediately and file a police report. You have the right to request a copy of the police report and should retain it for further use, as many creditors want the information it contains to absolve you of potential fraudulent debts.

Consulting the FTC. In addition to your state Attorney General, you can contact the FTC to learn more about how to protect yourself from identity theft, how to place a fraud alert on your credit report and how to place a security freeze on your on your credit report:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

For Maryland Residents. You can obtain information from the Maryland Attorney General's Office about preventing identity theft. You can contact the Maryland Attorney General at:

Maryland Office of the Attorney General
Attn: Security Breach Notification
200 St. Paul Place
Baltimore, MD 21202
888-743-0023
<http://www.oag.state.md.us>

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office
9001 Mail Service Center
Raleigh, NC 27699-9001
877-566-7226 (toll-free in North Carolina)
919-716-6400
www.ncdoj.gov