

**The Howland-Hughes Company
116 Bank Street
Waterbury CT 06702**

January 30, 2013

Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

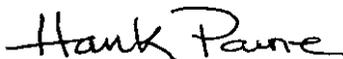
I am writing you to notify you of a potential unauthorized access or use of personal information of approximately 6 New Hampshire residents.

Although the investigation is still in process, I understand there was a weakness in the shopping cart software package we purchased. It is a popular shopping cart program used by a very large number of retailers. It was supposed to be secure and had been certified as 'PCI Compliant' and listed as approved by the PCI Security Standards Council. Apparently the software had a flaw that someone from overseas (possibly Vietnam) exploited to upload unauthorized web code that would enable the person who placed the malicious code to view some customer information. I believe that customer information could have been accessed by virtue of this malicious code.

This method was essentially undetectable as neither our database nor the server was impacted. It operated silently and secretly. On December 9, 2012, we received an undelivered email from our shopping cart that we had not sent. I forwarded it to our Internet Service Provider for clarification and, after quite a bit of research, the intrusion was found. Their research revealed that the unauthorized file was placed in our shopping cart system on April 9, 2012 and was last accessed on November 26, 2012. Based upon analysis of the intrusion, it appears that only orders processed by credit card were compromised. Orders via PayPal or by check were not compromised. If you paid by Visa, MasterCard, Discover, or American Express, your credit card number, expiration date and security code as well as your name, address, email address, and phone number may have been viewed. Only orders placed between these dates were affected. Upon discovery of the intrusion, a series of audits were conducted on the ctstore.com site. The malicious code uploaded by the hackers was detected and removed. The flaw exploited to gain the unauthorized access has also been removed. Additional security audits are ongoing.

There appear to be 6 New Hampshire customers were affected. I am sending a notice by email shortly to each of those customers. A copy of that notice is attached.

Very truly yours,



Hank Paine, President
The Howland-Hughes Company, dba The Connecticut Store
www.TheConnecticutStore.com
800-474-6728

The Howland-Hughes Company
116 Bank Street
Waterbury CT 06702

February , 2013

Dear

I am so very sorry to have to notify you of a potential security breach on our Connecticut Store online e-commerce system. Our records indicate that you ordered from our website, (TheConnecticutStore.com). While I currently have no evidence that your personal information was misused, I want to notify you of this incident.

Although the investigation is still in process, I understand there was a weakness in the shopping cart software package we purchased. It is a popular shopping cart program used by a very large number of retailers. It was supposed to be secure and had been certified as 'PCI Compliant' and listed as approved by the PCI Security Standards Council. Apparently the software had a flaw that someone from overseas (possibly Vietnam) exploited to upload unauthorized web code that would enable the person who placed the malicious code to view some customer information. I believe that your personal information could have been accessed by virtue of this malicious code.

This method was essentially undetectable as neither our database nor the server were impacted. It operated silently and secretly. On December 9, 2012, we received an undelivered email from our shopping cart that we had not sent. I forwarded it to our Internet Service Provider for clarification and, after quite a bit of research, the intrusion was found. Their research revealed that the unauthorized file was placed in our shopping cart system on April 9, 2012 and was last accessed on November 26, 2012. Based upon analysis of the intrusion, it appears that only orders processed by credit card were compromised. Orders via PayPal or by check were not compromised. If you paid by Visa, MasterCard, Discover, or American Express, your credit card number, expiration date and security code as well as your name, address, email address, and phone number may have been viewed. Only orders placed between these dates were affected. From the details of the investigation it does not appear that any additional information was compromised, such as your login or password for the ctstore.com web site. Upon discovery of the intrusion, a series of audits were conducted on the ctstore.com site. The malicious code was detected and removed. The flaw exploited to gain the unauthorized access has also been removed. Additional security audits are ongoing.

We have contacted our credit card processor, Global Payments, who is investigating and will notify your credit card company. Please check with your credit card provider to help guard your account. As a precautionary measure, I recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on your account, you should promptly notify the financial institution or company with which the account is maintained. When checking your credit reports, if you see any accounts you did not open or inquiries from creditors you did not initiate, you should call the credit reporting agency immediately. You also should promptly report any fraudulent activity or any suspected incidence

of identity theft to proper law enforcement authorities, the state attorney general, and/or the Federal Trade Commission. For FTC information, go to www.ftc.gov/idtheft or call 1-877-ID-THEFT (877-438-4338). 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 <http://www.annualcreditreport.com>, calling toll free 877-322-8228 or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105821, Atlanta, GA 30348. You can print a copy of the request form at: <http://www.annualcreditreport.com>. You can obtain information about putting security alerts and/or security freezes on your accounts from the FTC and the credit reporting agencies.

I am sorry this happened and will keep you informed if any new information from the investigation becomes available.

With Respect,

Henry Paine, President
President, The Howland-Hughes Company, dba The Connecticut Store
www.CTStore.com
800-474-6728