

September 26, 2013

Attorney General Michael A. Delaney  
Office of the Attorney General  
Consumer Protection Division  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General Delaney:

We are contacting you because we have reason to believe that some credit card information of one (1) resident in your state may have been accessed by an unauthorized party.

It is our policy to never store credit card information. We have recently learned, however, that credit information was stored on our systems in the following two ways:

- Some customers emailed their credit card numbers in emails
- Against company policy, some customer service agents wrote down credit card information in a data field for "order comments"

That information may have been accessed by an unauthorized party on approximately February 5, 2013. We have no evidence that any credit card information was taken, only that a server on which customer emails were stored was accessed by an unauthorized party. We cannot determine which files were accessed at that time.

Until recently, we were unaware that this credit card information was being stored on our servers. Now that it has been discovered, we are notifying the affected residents so that they can take any necessary steps to protect themselves. We are including the toll free numbers and website addresses of national consumer reporting agencies and the Federal Trade Commission. **We have determined that only 1 resident in your state may have been affected.**

We have contacted the major credit card companies, and we have removed all credit card information from our servers. Among our additional security policies, we are taking steps to ensure that credit card numbers included in any emails or data fields (e.g., the "order comments" field) are not stored on our systems.

Enclosed herein is a sample notification sent to affected residents. Those residents will be notified on or about September 26, 2013.

If you have any questions regarding this incident, please contact us at 1-866-380-3756.

Sincerely,



David Fairbanks

eReplacementParts.com

September 26th, 2013

Dear:

We are contacting you because we have reason to believe that some of your credit card information may have been accessed by an unauthorized party.

It has come to our attention that you included credit card information in an email that you sent to us. That information may have been accessed by an unauthorized party on approximately February 5, 2013. We have no evidence that any credit card information was taken, only that a server on which customer emails were stored was accessed by an unauthorized party. We cannot determine which emails were accessed at that time.

It is our policy to never store credit card numbers, and the credit card information used to place orders on our website was never compromised or accessible.

We sincerely apologize for this incident. Until recently, we were unaware that your credit card information was included in an email stored on our servers. Now that it has been discovered, we are notifying you so that you can take any necessary steps to protect yourself.

We have contacted the major credit card companies, and we have removed your credit card information from our servers. Among our additional security policies, we are taking steps to ensure that credit card numbers are not stored with emails in the future.

You can obtain information from the following sources about fraud alerts and security freezes.

**National Consumer Reporting Agencies:**

Experian 1-888-EXPERIAN (1-888-397-3742) [www.experian.com](http://www.experian.com)

Equifax 1-800-685-1111 [www.equifax.com](http://www.equifax.com)

Trans Union 1-800-888-4213 [www.transunion.com](http://www.transunion.com)

**Federal Trade Commission:**

Identity Theft Clearinghouse  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-ID-THEFT (1-877-438-4338)  
[www.ftc.gov](http://www.ftc.gov)  
[www.consumer.gov/idtheft/](http://www.consumer.gov/idtheft/)

We advise you to remain vigilant by reviewing account statements and monitoring free credit reports and to report suspected identify theft to law enforcement, including the Federal Trade Commission. If you have any questions regarding this incident, please contact us at 1-866-380-3756.

Sincerely,

Customer Care Team

eReplacementParts.com