

Theodore P. Augustinos

December 14, 2011

Federal Express

Attorney General Michael A. Delaney
New Hampshire State Attorney General's Office
33 Capitol Street
Concord, NH 03301

Re: Good News Garage – LSS Inc.
Notification pursuant to N.H. Rev. Stat. § 359-C.20

Dear Attorney General Delaney:

On behalf of our client, Good News Garage – LSS Inc. (the “Company”), we hereby notify you of an incident that potentially exposed certain personal information (identified below) to unauthorized access. This incident involved approximately 85 New Hampshire residents.

Learning about the Incident. On November 25, 2011, a backpack containing various personal property items and a Company backup tape were stolen from a Company employee. The backup tape was password protected but not encrypted, and contained a backup of the Company’s server. The backup tape contained the names, addresses, dates of birth, Social Security numbers, drivers’ license numbers, protected health information, and/or bank account information of affected individuals, although not all types of personal information were present for all affected individuals.

Investigating the Incident. Upon discovery of the incident, the Company took the following actions: (i) filed a complaint with the Barre City, Vermont Police Department; (ii) investigated the incident; (iii) engaged our law firm to coordinate appropriate data breach response and advise on legal obligations under applicable state laws; and (iv) prepared notices for distribution to affected individuals and governmental authorities explaining the incident.

To date, the Company has no evidence or reason to believe that the personal information of affected individuals was accessed or misused. The Company is unaware of any reported instance of identity theft or fraud related to this incident.

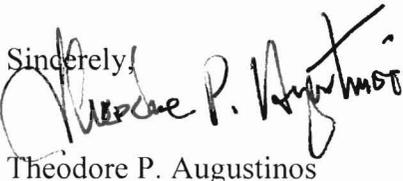
Remedial Measures. The Company will send notice by first class mail on or about December 16, 2011 using the enclosed templates to inform the affected individuals about the incident. The letters will offer them one year of free credit monitoring through ProtectMyID from Experian. This service will provide the affected individuals with credit monitoring capabilities and in-depth assistance in identity theft protection.

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In response to this incident, the Company has accelerated its efforts to encrypt portable electronic devices that contain personal information, including backup tapes and laptops. As a result, all the Company's backup tapes are now encrypted. In addition, the Company has begun a company-wide review of its data protection policies and protocols.

We trust that this letter and its enclosures provide you with all the information required to assess this matter. Please let us know if you have any questions or if we may be of further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Theodore P. Augustinos". The signature is written in a cursive style with a large initial 'T' and 'A'.

Theodore P. Augustinos

Enclosures

Good News Garage

December 16, 2011



SS80569-00000001 T-0001 *****3-DIGIT 166

SAMPLE A SAMPLE

APT ABC

123 ANY ST

ANYTOWN, US 12345-1108



Dear Sample A. Sample:

On November 25, 2011, various items of personal property were stolen in an incident that has the appearance of random petty theft. Among the stolen property were some data of Good News Garage that may have included your name, address, Social Security number, date of birth and driver's license number. There is no indication that the thief intended to steal data. We are writing to inform you of this incident. We have notified law enforcement about the incident and are working closely with them.

While we have no indication or evidence to date that your personal information has been accessed or misused, we are offering a **complimentary** one-year membership in Experian's ProtectMyID™ Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. You can activate ProtectMyID in three easy steps:

1. Be sure to enroll by (date??)
2. Visit ProtectMyID website: www.protectmyid.com/alert or call **877-297-7780**
3. Provide the following activation code: #####

We recommend that you remain vigilant against any potential incident of identity theft by reviewing your credit reports regularly. If you have any questions about the incident, would like to speak with someone to clarify or discuss the contents of this letter, or believe you may have an identity theft issue related to this incident, please call **1-855-770-0005** Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern Time. When prompted, please enter the following reference number: **4674121211**.

We deeply regret any inconvenience or concern that this matter may cause you. If you wish to speak a Good News Garage representative, please call 802-864-3667 ext. 18 during business hours.

Good News Garage remains committed to maintaining the privacy and security of your information and has taken steps to review and further secure all personal information in its possession and control.

Sincerely,

Michael Muzzy
Director of Operations
Good News Garage-LSS

U.S. State Notification Requirements

For residents of Hawaii, Illinois, Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, Vermont, Virginia, West Virginia, and Wyoming:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 740241
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 2000
Chester, PA 19022
1-800-888-4213
www.transunion.com

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about steps you can take to avoid identity theft.

Maryland Office of the Attorney General

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Office of the Attorney General

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission

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

For residents of Massachusetts and West Virginia

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, you need to send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or compliant with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse is a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

Equifax Security Freeze

P.O. Box 105788
Atlanta, Georgia 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion (FVAD)

P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

For residents of Illinois

You may obtain information about fraud alerts and security freezes from the Federal Trade Commission at the contact information provided above and the following consumer reporting agencies:

Equifax

P.O. Box 740241
Atlanta, Georgia 30374-0241
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Experian

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Good News Garage

December 16, 2011

SS80569-00000001 T-0001 *****3-DIGIT 166

SAMPLE A SAMPLE



APT ABC

123 ANY ST

ANYTOWN, US 12345-1108



Dear Sample A. Sample:

On November 25, 2011, various items of personal property were stolen in an incident that has the appearance of random petty theft. Among the stolen property were some data of Good News Garage that may have included your name, address, Social Security number, date of birth, driver's license number, health insurance and bank account (direct deposit) information. There is no indication that the thief intended to steal data. We are writing to inform you of this incident. We have notified law enforcement about the incident and are working closely with them.

As an employee of Good News Garage, your privacy is of utmost concern to us. While we have no indication or evidence to date that your personal information has been accessed or misused, we are offering a **complimentary** one-year membership in Experian's ProtectMyID™ Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. You can activate ProtectMyID in three easy steps:

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We deeply regret any inconvenience or concern that this matter may cause you. If you wish to speak with a Good News Garage representative, please call GNG Director Michael Muzzy directly at

Good News Garage remains committed to maintaining the privacy and security of your information and has taken steps to review and further secure all personal information in its possession and control.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Muzzy".

Michael Muzzy
Director of Operations
Good News Garage-LSS

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For residents of Oregon:

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