

March 25, 2014

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New Hampshire Department of Justice
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

To Whom It May Concern:

We represent Human Resource Advantage (“HR Advantage”) with respect to an incident involving the exposure of certain personal information described in detail below. HR Advantage is an employee services firm that was hired by TrustHCS to provide employment resources support, including background checks, and responding to HR inquiries. In the process of providing these services, HR Advantage placed a limited number of employee records on an unencrypted thumb drive, which was then mailed to TrustHCS. Unfortunately, the thumb drive containing the limited personal information was lost in the U.S. mail system.

HR Advantage and TrustHCS take the security of the information in their control very seriously. Accordingly, they worked together to identify individuals whose personal information may have been exposed in the incident, and to provide appropriate services to them to help protect their information.

1. Nature of the security breach or unauthorized use or access

HR Advantage placed a limited number of employee records on an unencrypted thumb drive, which they sent to TrustHCS through the U.S. mail. On March 1, 2014 the envelope arrived at TrustHCS’ offices without the enclosed thumb drive. The thumb drive was unencrypted, and was not password protected.

2. Number of New Hampshire residents affected.

One (1) New Hampshire residents were affected by the breach. Notification letters are in the process of being sent to the individuals affected via regular mail. A copy of the notification letter is included with this letter.

55 West Monroe Street, Suite 3800 • Chicago, IL 60603 • p 312.704.0550 • f 312.704.1522

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3. Steps you have taken or plan to take relating to the incident.

Upon learning of the missing thumb drive, HR Advantage worked with TrustHCS to track the thumb drive through the U.S. Postal Service. Unfortunately, the thumb drive could not be recovered.

From HR Advantage's internal investigation, it appears that the thumb drive contained the name, Social Security number, date of birth, bank account information, address, email address, and any leave of absence requests, including those submitted under the Family Medical Leave Act for several employees and former employees of TrustHCS.

HR Advantage and TrustHCS take the security of the personal information in their control seriously, and have retained AllClear ID to provide individuals whose information was exposed with enhanced identity theft consultation and restoration services, and continuous credit monitoring for interested individuals.

Additionally, HR Advantage and TrustHCS have taken steps to prevent this type of event from happening again. TrustHCS is in the process of reviewing its privacy and security policies, including those applicable to its vendors, to ensure sensitive information is protected appropriately. Additionally, HR Advantage reviewed its security and privacy policies, and has changed its procedures so that any thumb drives or other devices sent through the mail which may contain PII are encrypted.

4. Contact information.

If you have any additional questions, please contact me at melissa.ventrone@wilsonelser.com, or (312) 821-6105.

Very truly yours,

WILSON, ELSER, MOSKOWITZ, EDELMAN & DICKER LLP



Melissa K. Ventrone

cc: Torrey Barnhouse (Torrey.Barnhouse@trusthcs.com)
Lynette Weatherford (Lynette@hradvantageweb.net)
Daniel Wooten (DWooten@nnlaw.com)

TrustHCS

HEALTHCARE CONSULTING SERVICES

Processing Center · P.O. Box 3825 · Suwanee, GA 30024

John Q Sample
123 Fake Street
Apt X
Austin, TX 78704

March 21, 2014

Dear John Q Sample,

We recently learned of a security incident that may have resulted in the disclosure of your personally identifiable information (“PII”). We take the security of your information very seriously, and sincerely apologize for any inconvenience this may cause you.

As part of our commitment to supporting our employees, we hired HR Advantage (“HRA”) to provide employment resources support, including background checks, and responding to HR inquiries. In the process of providing that support, HRA placed a limited number of employee records on an unencrypted thumb drive, which they sent us through the U.S. mail. Unfortunately, on March 1, 2014 the envelope arrived at our offices without the enclosed thumb drive. After conducting a thorough investigation, the thumb drive remains missing. From our internal investigation, the thumb drive may have contained your name, mailing and e-mail address, Social Security number, date of birth, and bank account information, any leave of absence requests, including those submitted under the Family Medical Leave Act (“FMLA”). We are notifying you so that you can be aware of this situation and take steps to protect yourself from any harm.

We want to assure you that we have taken steps to prevent this type of event from happening again. Specifically, we are in the process of reviewing our privacy and security policies, including those applicable to our vendors, to ensure your information is protected appropriately. Additionally, HRA has ensured us that it has also reviewed its security and privacy policies, and has changed its procedures so that any thumb drives or other devices sent through the mail which may contain PII are encrypted.

Although we are unaware of any misuse of your information, as an added precaution, we have arranged to have AllClear ID protect your identity for 12 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

AllClear SECURE: The team at AllClear ID is ready and standing by if you need help protecting your identity. You are automatically eligible to use this service – there is no action required on your part. If a problem arises, simply call 1-877-615-3792 and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear ID maintains an A+ rating at the Better Business Bureau.

AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use the PRO service, you will need to provide your personal information to AllClear ID. You may sign-up online at enroll.allclearid.com or by phone by calling 1-877-615-3792 using the redemption code: 9999999999.

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

We sincerely regret any inconvenience or concern that this matter may have caused you. Please contact AllClear ID at 1-877-615-3792 Monday through Friday, 9:00 a.m. to 9:00 p.m. E.S.T. with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to be 'Torrey Barnhouse', written over a horizontal line.

Torrey Barnhouse
President
TrustHCS
417-299-5069