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May 13, 2014

VIA OVERNIGHT DELIVERY

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

Re: Incident Notification

Dear Assistant Attorney General Delaney:

Our client, Hubbard-Bert, Inc. ("HB"), is committed to safe-guarding all of the personal information it maintains as the benefits administrator for Lake Erie College of Osteopathic Medicine ("LECOM"). Regrettably, on April 24, 2014, HB learned that spreadsheets containing information related to some LECOM students were inadvertently exposed to the Internet. The incident occurred when a test server was misconfigured. Upon learning of this, HB immediately removed the files from its server and launched an investigation. HB also notified all LECOM students by email on April 25, 2014. HB's investigation revealed that any unauthorized access may have first occurred on April 20, 2014, and the test server had been misconfigured on April 14, 2014. By the evening of April 25, 2014, the files were no longer accessible via Internet search engines. The information contained on the spreadsheets included students': name, Social Security number, email address and, in some cases, date of birth.

This incident did <u>not</u> affect all LECOM students. Further, to date, HB is not aware of any misuse of any personal information involved or any fraudulent activity related to this incident. However, in an abundance of caution, HB is providing the affected students with a complimentary one-year membership in Experian's ProtectMyID Alert. To prevent this from happening again, enhanced security protocols for all of HB's web servers have been implemented and HB is installing a new off-line web server for all future testing purposes.

Commencing on or about May 13, 2014, HB is notifying approximately one New Hampshire resident pursuant to New Hampshire statute in substantially the same form as the letter attached hereto.

Please do not hesitate to contact me if you have any questions regarding this matter.

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC Attorney General Michael A. Delaney May 13, 2014 Page 2

Ci Ce. Padel

Sincerely,

Eric Packel

Enclosure



HUBBARD -BERT, INC.

1250 Tower Lane • Erie, PA 16505-2533 Phone: 814.453.3633 • Fax: 814.461.9402

May 12, 2014

«Pg»- «First Name» «Last Name Labels»

As the benefits administrator for LECOM, Hubbard-Bert, Inc. ("HB") is committed to safeguarding the personal information that we maintain regarding LECOM students. Regrettably, we write to update you concerning an incident related to some of that personal information. We first informed you of this incident via email on April 25, 2014.

On April 24, 2014, we learned that spreadsheets containing some student information were inadvertently exposed to the Internet and made accessible via a Google search. The incident occurred when a test server was misconfigured. Upon learning of this, we immediately removed the files from our server and launched an investigation. We also worked diligently with Google to remove the information from its servers. By April 25, 2014, the spreadsheets were no longer accessible via Internet search engines. Our investigation revealed that any unauthorized access may have first occurred on April 20, 2014, and the test server had been misconfigured on April 14, 2014. The information contained on the spreadsheets included your: name, Social Security number, email address and, in some cases, date of birth.

This incident did <u>not</u> affect all LECOM students. Further, to date, we are not aware of any misuse of any personal information involved or any fraudulent activity related to this incident.

HB regrets any inconvenience this incident may cause you. In an abundance of caution and in accordance with our April 25th email to you, we are offering the affected students 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 support focused on immediate identification and resolution of identity theft. ProtectMyID Alert is free to you and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. For more information on ProtectMyID Alert and instructions on how to activate your complimentary one-year membership, please see the included instructions in this letter.

We want to assure you that we are committed to the security of your personal information and are taking this matter seriously. Accordingly we have implemented enhanced security protocols for all of our web servers. Additionally, we are installing a new off-line web server for all future testing purposes. If you have any questions or concerns regarding this incident please contact our customer service representatives at: (local calls), or our toll free Customer Service line:

Sincerely,

Joseph J. Kelly Hubbard-Bert, Inc.

Activate ProtectMyID Now in Three Easy Steps

- 1. ENSURE That You Enroll By: August 31, 2014
- 2. VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/redeem
- 3. PROVIDE Your Activation Code: «Security Cd Master»

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide reference #:

Your complimentary one-year ProtectMyID membership includes:

- Free copy of your Experian credit report
- Surveillance Alerts for:
 - o **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- Identity Theft Resolution & ProtectMyID ExtendCARE: Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach.
 To offer added protection, you will receive ExtendCARETM, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- \$1 Million Identity Theft Insurance*: Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Activate your membership today at www.protectmyid.com/redeem or call 877-371-7902 to register with the activation code above.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

^{*} Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. 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.

Whether or not you enroll in the complimentary credit monitoring service, we also recommend that you remain vigilant for signs of identity theft or fraud by reviewing your account statements and credit reports for any unauthorized activity. You can get a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report from any of the three reporting companies, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228.

You can obtain information from the credit reporting agencies and the Federal Trade Commission about steps to take to avoid identity theft as well as information about fraud alerts and security freezes. Contact information for the credit reporting agencies and the Federal Trade Commission are as follows:

 Equifax
 Experian
 TransUnion

 PO Box 740256
 PO Box 9554
 PO Box 6790

 Atlanta, GA 30374
 Allen, TX 75013
 Fullerton, CA 92834

 www.equifax.com
 www.experian.com
 www.transunion.com

 1-800-525-6285
 1-888-397-3742
 1-800-680-7289

Federal Trade Commission 600 Pennsylvania Avenue, NW Washington, DC 20580 www.ftc.gov/idtheft 1-877-438-4338

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general's office in your home state. You should also contact your local law enforcement authority and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.