



October 4, 2010

The Honourable Kelly A. Ayotte
Attorney General of the State of New Hampshire
Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Madam:

I am writing to let you know about a security incident that exposed personal information of 4 New Hampshire residents.

Merlin Information Services provides information to qualified businesses that perform investigative research. Our customers are carefully examined and qualified by our compliance department to ensure that they are legally entitled to the information we provide. We also scrutinize all customer activity on our systems.

On September 20, 2010, we detected inappropriate search activity. Our investigation revealed that a customer had its account compromised, and that customer's User ID and password were used to access our databases over a four day period. The unauthorized user accessed names, addresses, phone numbers and Social Security numbers. Once the breach was discovered, the stolen credentials were immediately disabled and the system access was cut off. We have reported this matter to law enforcement, and we are providing all of the affected individuals with a credit monitoring service.

Please find attached a copy of the notification letter that we are mailing to the affected individuals.

We would be happy to answer any questions that you may have.

Very truly yours,

A handwritten signature in cursive script that reads 'Joanne Jackson'.

Joanne Jackson
Vice President, Operations

Merlin Information Services
215 South Complex Drive
Kalispell, MT 59901
800-494-9901
406-755-8584 Fax
www.merlindata.com



September 30, 2010

<NAME>
<ADDRESS>

Dear Sir or Madam,

I am writing to let you know about a security incident that exposed your personal information to an unauthorized person. Unfortunately, sometime between September 16 and September 20, a report containing your information was accessed by an unauthorized person who stole a User ID and password to gain unlawful access to our systems. We truly regret any inconvenience this may cause you.

What Happened?

Merlin Information Services provides information to qualified businesses that perform investigative research. Our customers are carefully examined and qualified by our compliance department to ensure that they are legally entitled to the information we provide. We also scrutinize all customer activity on our systems.

On September 20, 2010, we detected inappropriate search activity. Our investigation revealed that a customer had its account compromised, and the customer's User ID and password were used to access our databases over a four day period. The unauthorized user accessed your name, address, phone number and Social Security number. Once the breach was discovered, the stolen credentials were immediately disabled and the system access was cut off.

What is Merlin Information Services Doing to Protect Me?

Merlin takes this incident seriously and is committed to assuring the security of your data.

Because there is a possibility that your personal information may be misused, we are providing you with a free one-year membership in Triple AlertSM from ConsumerInfo.com, Inc. an Experian[®] company, to provide you with world-class credit monitoring capabilities and in-depth assistance in every aspect of identity theft protection including identity theft insurance. Triple Alert is completely free and enrolling in this program will not hurt your credit score.

Merlin Information Services
215 South Complex Drive
Kalispell, MT 59901
800-494-9901
406-755-8584 Fax
www.merlindata.com

First step: activate your complimentary credit monitoring product from Experian

To activate your complimentary one year membership in Triple Alert from Experian, visit the website listed below and enter your individual activation code. If you prefer, you can enroll on the phone by speaking with Experian Customer Care representatives toll-free at (866) 252-0121.

Triple Alert Web Site: <http://partner.consumerinfo.com/triple>
Your Activation Code: <CODE>
You Must Enroll By: **December 31, 2010**

As soon as you enroll in your complimentary Triple Alert membership, Experian will begin to monitor your credit reports from Experian, Equifax® and TransUnion® on a daily basis and notify you of key changes. This powerful tool will help you identify potentially fraudulent use of your information, and provide you with immediate assistance from a dedicated team of fraud resolution representatives should you ever need help.

Your complimentary 12-month Triple Alert membership includes:

- Daily monitoring and timely alerts of any key changes to your credit reports—so you know when there is any activity that you should be made aware of such as notification on new inquiries, newly opened accounts, delinquencies, public records or address changes,
- Toll-free access to a dedicated team of fraud resolution representatives who will help you investigate each incident; contact credit grantors to dispute charges, close accounts if need be, and compile documents; and contact all relevant government agencies, and
- \$25,000 in identity theft insurance coverage (\$10,000 for New York state residents) with zero deductible provided by Virginia Surety Company, Inc. for certain identity theft expenses.

Activate your membership today for immediate protection at
<http://partner.consumerinfo.com/triple>
or call (866) 252-0121 to register with this activation code: <CODE>

Second step: obtain a free copy of your credit report.

Once your enrollment in Triple Alert is complete, you should carefully review your credit reports for potentially inaccurate or suspicious items. You may obtain a free copy of your credit report once every 12 months from each of the nationwide consumer reporting agencies by visiting <http://www.annualcreditreport.com> or by contacting the consumer reporting agencies at:

Equifax
(800) 685-1111
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

Experian
(888) 397-3742
P.O. Box 9532
Allen, TX 75013
www.experian.com

TransUnion
(800) 916-8800
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

Should I Do Anything Else?

You may wish to place a fraud alert on your credit report. The fraud alert is a consumer statement that alerts creditors of possible fraudulent activity within your report as well as requests that they contact you

prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name.

To place a 90 day fraud alert on your Experian credit file, visit <https://www.experian.com/fraud/center.html> or call the Experian automated fraud line at 1-888-397-3742. Once the fraud alert has been placed with Experian, a notification will be sent to the other two credit reporting agencies, Equifax and Trans Union, on your behalf. Fraud alerts last 90 days unless you manually renew it.

We also recommend that you carefully review all your account statements during the next 24 months to make certain there have been no unauthorized transactions made or new accounts opened in your name. Contact your financial institutions immediately if there is unauthorized activity on your accounts or if an unauthorized account has been opened in your name.

Where Can I Go For More Information?

If you want to learn more about identity theft, visit the following helpful websites:

- The Federal Trade Commission runs the U.S. government's identity theft information website, <http://www.ftc.gov> - you can also contact the Federal Trade Commission via phone at 1-877-ID-THEFT (877-438-4338) or via mail to:

Federal Trade Commission - Consumer Response Center
600 Pennsylvania Avenue, NW, Washington, DC 20580

- The Identity Theft Resource Center is a non-profit organization that you can contact online at <http://www.idtheftcenter.org/> or via email to itrc@idtheftcenter.org.

If you have questions about Triple Alert, 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 at (866) 252-0121.

Is There Anything Else I Should Know?

Please know that Merlin Information Services takes the security of your personal data very seriously and is committed to minimizing the risks associated with the exposure of your personal information. The security of your information is of paramount importance to us and we maintain numerous safeguards to protect your information.

If you have any questions or concerns, please call Merlin's *Risk Mitigation Hotline* at (800) 494-9901. Again, we apologize for this incident.

Sincerely,



Michael Dores, President
Merlin Information Services

ADDITIONAL INFORMATION FOR RESIDENTS OF MARYLAND

Maryland residents may contact the Maryland Attorney General's Office for more information about identity theft:

Office of the Maryland Attorney - General Consumer Protection Division
200 St. Paul Place, Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

ADDITIONAL INFORMATION FOR RESIDENTS OF NORTH CAROLINA

North Carolina residents may contact the North Carolina Attorney General's Office for more information about identity theft:

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

ADDITIONAL INFORMATION FOR RESIDENTS OF WEST VIRGINIA

You have the right to place a security freeze on your consumer reports. A security freeze is designed 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. You may request that a freeze be placed on your consumer report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

TransUnion (FVAD)
P.O. Box 6790
Fullerton, CA 92834-6790

The following information should be included when requesting a security freeze: full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past two years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request also should include a copy of a government issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent).

The consumer reporting agency may charge a reasonable 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 of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the consumer reporting company.

Last Revised 7-22-2010