



April 7, 2011

New Hampshire Attorney General  
Department of Justice  
33 Capitol Street  
Concord, NH 03301

Dear Sir:

I am writing to let you know about a security incident that exposed personal information of 1 New Hampshire resident.

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 March 22, 2011, 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 21 hour 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 are providing the affected individuals with a credit monitoring services.

Please find attached a copy of the notification letter that we are mailing to the affected individuals. This letter is scheduled for mailing on April 11, 2011.

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

Yours very truly,

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

Jeanne Jackson  
Vice President, Operations

Merlin Information Services  
215 South Complex Dr.  
Kalispell, MT 59901  
800-494-9901  
406-755-8584 Fax  
[www.merlindata.com](http://www.merlindata.com)

April 11, 2011



<NAME>  
<ADDRESS>  
<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 March 21 and March 22, 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 March 22, 2011, 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 21 hour 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 Alert™ 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.

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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 TransUnion, 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 by phone at 1-877-ID-THEFT (877-438-4338) or by mail to:

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

- The Identify Theft Resource Center is a non-profit organization that you can contact online at <http://www.idtheftcenter.org/> or by email to [itrc@idtheftcenter.org](mailto: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 Does, President  
Merlin Information Services