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RECEIVED  
MAY 26 2015  
DOJ ADMIN

**JAMES E. PRENDERGAST**  
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JIM.PRENDERGAST@LEWISBRISBOIS.COM

May 20, 2015

Attorney General Joseph Foster  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**Re: Notice of Data Event**

Dear Sir/Madame:

We represent Mid-America Apartment Communities, Inc. ("MAA"), located at 6584 Poplar Ave, Memphis TN 38138. We are writing to notify you of a data security event that may have compromised the security of personal information of three (3) New Hampshire residents. MAA's investigation into this event is ongoing, and this notice may be supplemented with new significant facts learned subsequent to this submission. By providing this notice, MAA does not waive any rights or defenses regarding the applicability of New Hampshire law or jurisdiction.

**Nature of the Data Security Incident**

On April 15, 2015, MAA discovered that a former employee had sold certain names and Social Security numbers of both current and former residents and applicants to an undercover agent for federal law enforcement. MAA has no evidence that this employee ever sold information to individuals who actually misused the information. Nonetheless, MAA provided affected individuals with notification of this incident so that they could take steps to protect themselves. At this time, we do not believe the former employee sold information for all residents and applicants; however, this information was accessible in paper form to the former employee. At this time, we believe the files contained individuals' names, Social Security numbers, driver's license numbers, bank account information, and addresses. The former employee is under federal indictment at this time.

### Notice to New Hampshire Residents

Although MAA's investigation is ongoing, it has determined that personal information of three (3) New Hampshire residents was contained in the affected resident files at the time of the loss. Notice was mailed to these three (3) New Hampshire residents on May 20, 2015, in substantially the same form as the letter attached as Exhibit "A."

### Other Steps Taken and To Be Taken

MAA takes this matter, and the security of the personal information in its care, seriously. MAA retained forensics experts to confirm the nature of this incident and the full scope of affected individuals. In addition to providing written notice of this incident to affected individuals as described above, these New Hampshire individuals will be offered access to two (2) free years of credit monitoring and identity restoration services through Experian. MAA is providing these individuals with information on how to protect against identity theft and fraud. MAA is providing written notice of this incident to other United States and international regulators as required by law.

MAA is fully cooperating with federal law enforcement's investigation of the former employee responsible for this incident.

### Contact Information

Should you have any questions regarding this notification or other aspects of the data security incident, please contact us at 215-977-4058.

Very truly yours,



James E. Prendergast of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

JEP:sn  
Encl.

cc: Robert DePriore, MAA  
Leslie Wolfgang, MAA



May 20, 2015

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SAMPLE A SAMPLE



APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



Dear Sample A Sample:

Mid-America Apartment Communities, Inc., or MAA, is writing to inform you of an incident that may affect the security of some of your personal information. We are providing this notice to you so that you may monitor your financial statements and take steps to protect your information.

**What happened?** On April 15, 2015, MAA discovered that a former employee had sold certain names and Social Security numbers of residents and applicants to an undercover agent for federal law enforcement. Although we have no evidence that this employee ever sold information to individuals who actually misused this information, we are providing you with notification of this incident so that you may take steps to protect yourself, if necessary. We are providing notice of this incident to all applicants, current residents, and former residents of the Village Oaks Apartments, who had personal information that was accessible to this individual. At this time, we believe your name, [Social Security number,] [driver's license number,] [bank account information,] and address were contained in files which were accessible to this employee.

**What We Are Doing.** MAA takes the security of personal information in its possession seriously. We are fully cooperating with federal law enforcement's investigation of this incident. We are providing you with access to two years of credit monitoring and identity restoration services at no cost to you, as well as providing you with helpful information on protection against identity theft and fraud. We are also taking steps to prevent the risk of similar future data incidents.

**What You Can Do.** You can enroll to receive a complimentary two year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with identity protection support focused on immediate identification and resolution of identity theft.

**Activate ProtectMyID® Now in Three Easy Steps**

1. ENSURE that you enroll by: **August 31, 2015** (Your code will not work after this date.)
2. Visit the ProtectMyID® Web Site to enroll: [www.protectmyid.com/alert](http://www.protectmyid.com/alert)
3. PROVIDE your Activation Code: ABCDEFGHI

If you have questions or need an alternative to enrolling online, please call 877-751-1324 and provide engagement #: **PC94112**

Once your ProtectMyID® membership is activated, you will receive the following features:

- Free copy of your Experian credit report
- Surveillance alerts for daily bureau credit monitoring and alerts of key changes & suspicious activity found on your Experian credit report.
- Identity Theft Resolution & ProtectMyID® ExtendCARE: Toll-free access to US-based customer care and a dedicated Identity 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.

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- ProtectMyID® ExtendCARE: It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID® membership has expired.
- \$1 Million Identity Theft Insurance<sup>1</sup> : Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

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 877-297-7780.

In addition to enrolling and receiving the monitoring services described above, we encourage you to remain vigilant, to review your account statements, and to monitor your credit reports for suspicious activity. Under U.S. law you are entitled to one free credit report annually from each of the three major credit reporting bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below.

Equifax  
P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

Experian  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

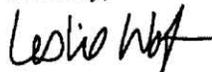
TransUnion  
P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You can submit Form 14039 to the Internal Revenue Service, or IRS. The IRS will mark accounts of actual or potential victims of identity theft to identify questionable activity. The form can be found at [www.irs.gov/pub/irs-pdf/f14039.pdf](http://www.irs.gov/pub/irs-pdf/f14039.pdf).

You can further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. **For Maryland residents**, the Attorney General can be contacted at 200 St. Paul Place, 16th Floor, Baltimore, MD 21202, (888) 743-0023, [www.oag.state.md.us](http://www.oag.state.md.us). **For North Carolina residents**, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001, (919) 716-6400, [www.ncdoj.gov](http://www.ncdoj.gov). The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-ID-THEFT (877-438-4338); TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement. Please note that this notice was not delayed because of law enforcement.

MAA sincerely apologizes for any inconvenience or concern that this may cause. We remain committed to the security of personal information for our residents and applicants. We have established a confidential call line to assist you with questions regarding the incident and steps you may take to protect your information. This confidential call line can be reached at (877) 237-5190, Monday through Friday, 9:00 a.m. to 7:00 p.m. EST. The reference number for this incident is **2161042215**.

Sincerely,



Leslie B.C. Wolfgang  
SVP, Chief Ethics and Compliance Officer and Corporate Secretary

<sup>1</sup> 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.