



NATIONAL SEATING & MOBILITY

STATE OF NH
DEPT OF JUSTICE

2015 JUN 15 PM 12:18

National Seating & Mobility
5959 Shallowford, Suite 443
Chattanooga, TN 37421

Friday, June 12, 2015

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RE: Important Security and Protection Notification

Attorney General Foster,

We are contacting you regarding a data security incident at National Seating and Mobility ("NSM"). The incident, which is more fully described below, occurred on April 14, 2015. Our investigation has determined that the incident affected 2 individuals who reside in New Hampshire. All of the affected individuals are patients supported by NSM's custom mobility, rehabilitation and adaptive seating systems. It is important to note that, at this time, NSM has no evidence that the data has been used for fraudulent purposes.

The incident occurred in Atlanta, Georgia on April 14, 2015 and involved the theft of two laptops, a smartphone, a backpack, and a briefcase belonging to two NSM employees from the employees' locked work vans. A police report was immediately filed with the local police department and the smartphone was remotely wiped by NSM. Also, promptly after it learned about the theft, NSM initiated an internal review to determine the type of information that was contained on the stolen items.

NSM has determined that the stolen items contained electronic files and/or documents related to a customer's medical treatment and information relating to the items ordered from NSM. NSM believes that the stolen items may have also contained information such as a customer's full name, date of birth, address, or phone number. NSM has identified two individuals who are New Hampshire residents who were affected by this incident. No New Hampshire residents had any sensitive personal data, such as a Social Security number and/or financial account information, contained in the stolen items.

As a result of this incident, we have contacted all of the affected individuals and are offering them credit monitoring services through Experian Consumer Direct at no charge. A copy of the letter sent to the affected New Hampshire residents is enclosed herewith. We have also contacted all three major consumer credit agencies and we have informed them about this incident.

Please be assured that we have taken every step necessary to address this incident, and that NSM is committed to fully protecting all of the information that is entrusted to us. NSM has formed a team of employees and consultants who have been working diligently to implement improved security controls such as laptop encryption and remote laptop deletion to protect patient data from future incidents.

To help protect the identities of the affected individuals, NSM is also offering a complimentary one-year membership of Experian's® ProtectMyID® Alert, a product that helps detect possible misuse of personal information and provides the affected individuals with identity protection support focused on immediate identification and resolution of identity theft.

We sincerely regret this data security incident and any inconvenience it may cause the affected individuals and have encouraged those individuals to take advantage of the identity theft protection offered by NSM.

Should you have any questions or concerns regarding this matter, please do not hesitate to contact me, at 423-756-2268 x250 or tmaddox@nsm-seating.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Maddox". The signature is fluid and cursive, with a long horizontal stroke at the beginning.

Tim Maddox
Chief Financial Officer



NATIONAL SEATING & MOBILITY

National Seating & Mobility
5959 Shallowford Rd., Suite 443
Chattanooga, TN 37421

June 12, 2015

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ANYTOWN, US 12345-6789



RE: Important Security and Protection Notification
Please read this entire letter.

Dear Sample A Sample,

We are contacting you regarding a data security incident at National Seating and Mobility ("NSM"). The incident occurred in Atlanta, Georgia on April 14, 2015 and involved the theft of two laptops, a smartphone, a backpack, and a briefcase belonging to two NSM employees from the employees' locked work vans. A police report was immediately filed with the local police department and the smartphone was remotely wiped by NSM. Also, promptly after it learned about the theft, NSM initiated an internal review to determine the type of information that was contained on the stolen items.

Based upon NSM's review, NSM does not believe that the stolen laptops, smartphone, backpack, and briefcase contained any of your financial account information or your Social Security Number. However, the stolen laptops, smartphone, and backpack contained electronic files and/or documents related to your medical treatment and information relating to the items you ordered from NSM. NSM believes that the stolen items may have contained information such as your full name, date of birth, address, or phone number. NSM has formed a team of employees and consultants who have been working diligently to implement improved security controls such as laptop encryption and remote laptop deletion to protect patient data from future incidents.

It is important to note that, at this time, NSM has no evidence that your information has been used for fraudulent purposes and, in an effort to reassure you, we are offering credit monitoring services through Experian ProtectMyID at no charge to you. We have also contacted all three major consumer credit agencies, and we have informed each of them regarding the incident.

What NSM is doing to monitor your information:

To help protect your identity, NSM has engaged Experian®, the largest credit bureau in the US, to offer you complimentary Fraud Resolution and identity protection for one-year.

If you are a victim of fraud, simply call Experian at 877-534-7031 by September 30, 2015 and a dedicated Identity Theft Resolution agent will help you restore your identity. Please provide the engagement number in this letter as proof of eligibility.

While Fraud Resolution assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through ProtectMyID® Alert. This product provides you with superior identity protection and resolution of identity theft. To start monitoring your personal information please follow the steps below:

Visit www.protectmyid.com/alert

Provide your activation code: **ABCDEFGHI**

(OVER PLEASE)

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If you have questions or need an alternative to enrolling online, please call 877-534-7031 and provide Engagement #: PC94746.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is **not** required for enrollment in ProtectMyID.

You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in ProtectMyID:

- **Experian credit report at signup:** See what information is associated with your credit file.
- **Active Surveillance Alerts:** Monitors the Experian file for indicators of fraud.
- **Fraud Resolution:** Identity Theft Resolution agents are immediately available to help you address credit and non-credit related fraud.
- **ExtendCARE:** You receive the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Once you have completed enrollment in ProtectMyID, you can receive alerts on your mobile phone by downloading the BillGuard mobile app for FREE. Use your ProtectMyID membership login credentials to sign in to the app in order to access - in one place - both your ProtectMyID alerts and BillGuard features, including monitoring against fraud on your current credit and debit card accounts. Visit protectmyid.com/billguard to learn more.

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 877-534-7031.

What you can do to protect your information: There are additional actions you can consider taking to reduce the chances of identity theft or fraud on your account(s). Please refer to the final page of this letter.

Please be assured that we have taken every step necessary to address the incident, and that we are committed to fully protecting all of the information that is entrusted to us. NSM apologizes for any inconvenience experienced as a result of this incident. We encourage you to take advantage of the identity theft protection offered by NSM, and remind you to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports.

Should you have any questions or concerns regarding this matter, please do not hesitate to contact our support center at 877-534-7031.

Sincerely,



Tim Maddox
Chief Financial Officer

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (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.

ADDITIONAL ACTIONS TO HELP REDUCE YOUR CHANCES OF IDENTITY THEFT

- **PLACE A 90-DAY FRAUD ALERT ON YOUR CREDIT FILE**

An **initial 90 day security alert** indicates to anyone requesting your credit file that you suspect you are a victim of fraud. When you or someone else attempts to open a credit account in your name, increase the credit limit on an existing account, or obtain a new card on an existing account, the lender should take steps to verify that you have authorized the request. If the creditor cannot verify this, the request should not be satisfied. You may contact one of the credit reporting companies below for assistance.

Equifax
1-800-525-6285
www.equifax.com

Experian
1-888-397-3742
www.experian.com

TransUnion
1-800-680-7289
www.transunion.com

- **PLACE A SECURITY FREEZE ON YOUR CREDIT FILE**

If you are very concerned about becoming a victim of fraud or identity theft, a security freeze might be right for you. Placing a freeze on your credit report will prevent lenders and others from accessing your credit report entirely, which will prevent them from extending credit. With a Security Freeze in place, you will be required to take special steps when you wish to apply for any type of credit. This process is also completed through each of the credit reporting companies.

- **ORDER YOUR FREE ANNUAL CREDIT REPORTS**

Visit www.annualcreditreport.com or call 877-322-8228.

Once you receive your credit reports, review them for discrepancies. Identify any accounts you did not open or inquiries from creditors that you did not authorize. Verify all information is correct. If you have questions or notice incorrect information, contact the credit reporting company.

- **MANAGE YOUR PERSONAL INFORMATION**

Take steps such as: carrying only essential documents with you; being aware of whom you are sharing your personal information with and shredding receipts, statements, and other sensitive information.

- **USE TOOLS FROM CREDIT PROVIDERS**

Carefully review your credit reports and bank, credit card and other account statements. Be proactive and create alerts on credit cards and bank accounts to notify you of activity. If you discover unauthorized or suspicious activity on your credit report or by any other means, file an identity theft report with your local police and contact a credit reporting company.

- **OBTAIN MORE INFORMATION ABOUT IDENTITY THEFT AND WAYS TO PROTECT YOURSELF**

- Visit <http://www.experian.com/credit-advice/topic-fraud-and-identity-theft.html> for general information regarding protecting your identity.
- The Federal Trade Commission has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

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