



**PIETRANGELO COOK**  
Attorneys & Counselors

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February 13, 2009

Honorable Kelly A. Ayotte  
Attorney General of the State of New Hampshire  
New Hampshire Department of Justice  
Consumer Protection and Antitrust Bureau  
33 Capitol Street  
Concord, New Hampshire 03301

Sent Via FedEx

**RE: Revenue Assurance Professionals, LLC – Potential Data Breach**

Dear Attorney General Ayotte:

I am writing to give you advance notice of a data privacy incident affecting our client, Revenue Assurance Professional, LLC ("RAP"), and two (2) consumers in your state. Enclosed with this letter is a copy of the disclosure letter and supporting reference guide that RAP will send to all potentially affected consumers in your state. In accordance with N.H. Rev. Stat. Ann. § 359-C:20(I)(b), RAP intends to notify the affected individuals in your state as soon as your office approves the enclosed disclosure letter and reference guide.

So far there is no indication that any unauthorized person has used or is misusing the private information. Nonetheless, as the enclosed letter explains, RAP has taken numerous steps to protect the identity of the notified individuals in your state. While RAP did have privacy protection practices already in place, RAP has also taken steps to reduce the risk of future breaches.

If you should have any questions, please do not hesitate to contact me. Thank you.

Sincerely,

**PIETRANGELO COOK PLC**

Blake H. Gibson IV

Enclosures

<DATE>

<FULL NAME>  
<ADDRESS 1>  
<CITY, STATE ZIP>

Dear <FULL NAME>:

We are writing to inform you of a possible compromise of your private information. We deeply regret that this possibility exists. In this letter, we would like to summarize the situation and let you know what steps have been taken to assist you as well as to offer you free credit monitoring. The compromised private data at issue may have included your name, address, date of birth, and social security number.

We recently learned that a former employee, without authorization, obtained private information including at least one social security number. That same individual, now under police investigation, may have viewed your private information. We are unsure of the approximate date of the security breach. Even though we have not been provided notice that your private information was wrongfully used, we wanted to notify you and other individuals who may be affected.

We are very disappointed and sorry that this occurred. While we did have privacy protection practices already in place, we have further restricted access to private information within our organization. I assure you: we take the protection of private information very seriously. While we have no indication at this time that your information has been used, we are alerting you so you can take steps to protect yourself against possible identity fraud.

We have enclosed a Reference Guide to provide you with suggestions on what you can do to protect your private information, including recommendations by the U.S. Federal Trade Commission. In addition, you are entitled under federal law to one free credit report annually from each of the three national credit bureaus (Equifax, Experian, and TransUnion). To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free 1.877.322.8228.

We hope you find the enclosed Reference Guide useful. If you would like to speak with us, please do not hesitate to call us toll-free at 1.888.255.1974 during normal business hours. Again, we apologize for the potential compromise of your private information, and deeply regret any inconvenience that this may cause you.

Sincerely,

Mickey Wolfe  
Chief Operating Officer

Enclosure: Reference Guide

## REFERENCE GUIDE

We encourage individuals receiving this Reference Guide to remain vigilant by monitoring their credit and financial reports for incidents of fraud or identity theft by taking the following steps:

### Protect Your Credit

**Place a Fraud Alert on your Credit File:** To protect yourself from possible identify theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identify thief opening new credit accounts in your name. When merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identify theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at three bureaus.

- Equifax      P.O. Box 740241      800.525.6285      [www.equifax.com](http://www.equifax.com)  
Atlanta, Georgia  
30374-0241
- Experian      P.O. Box 9532      888.397.3742      [www.experian.com](http://www.experian.com)  
Allen, Texas 75013
- TransUnion      Fraud Victim      800.680.7289      [www.transunion.com](http://www.transunion.com)  
Assistance Division  
P.O. Box 6790  
Fullerton, California 92834-6790

**Place a Security Freeze on your Credit File:** You may wish to place a “security freeze” on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can request a security freeze by contacting each of the three credit bureaus at the addresses listed in the preceding paragraph. The credit bureaus may charge a reasonable fee to place a freeze on your account and may require that you provide proper identification prior to honoring your request.

### Monitor Your Credit Reports

**Free Annual Credit Report:** You can order a free annual credit report by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free at 1.877.322.8228, or completing the annual Report Request Form on the U. S. Federal Trade Commission’s website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually. They provide free annual credit reports only through the website or toll-free number.

If you find items that are suspicious or items you do not understand on your report, call the credit bureaus at the number given on the report. Credit bureau staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that cannot be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

### **Report Suspicious Activity**

If you detect any unauthorized transactions in your financial account; promptly notify your financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General, and the U.S. Federal Trade Commission ("FTC"). If you believe your identify has been stolen, the FTC recommends that you take these additional steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identify theft crime.

You can learn more about how to protect yourself from becoming a victim of identity theft by contacting the FTC:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1.877.IDTHEFT (438.4338)  
[www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/)