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April 3, 2012

# CONFIDENTIAL

## VIA FEDERAL EXPRESS

Office of the New Hampshire Attorney General 33 Capitol Street Concord, NH 03301

Re: Data Security Breach Notification

To Whom It May Concern:

This letter is intended to notify the Office of the New Hampshire Attorney General that on, or around, April 5, 2012, StandardAero, a client of Bryan Cave LLP, will notify two (2) residents of the State of New Hampshire that their personal information may have been acquired by an unauthorized individual.

On March 20, 2012, a StandardAero computer containing, among other things, registration forms that individuals submitted to participate in one of StandardAero's customer service events, was stolen. Some of those forms included sensitive personal information, including, for example, credit card numbers.

Standard Aero immediately implemented a responsive action plan that included:

- (1) On March 20, 2012, after discovering the theft StandardAero alerted local law enforcement.
- (2) On March 20, 2012, StandardAero began a process to identify and reconcile the names, and residences, of those individuals whose information was contained on the computer.
- (3) On April 3, 2012, after completing its identification and reconciliation, and determining the approximate number of individuals who could be impacted by the theft, StandardAero notified the credit reporting agencies.
- (4) On, or around, April 5, 2012, StandardAero intends to notify the New Hampshire residents whose personal information may have been

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acquired in connection with this event. A sample of the notification letter that will be sent to those residents is included as Attachment A. As noted in that letter, StandardAero is offering affected New Hampshire residents one year of free credit file monitoring and identify theft insurance.

StandardAero is committed to working with local law enforcement where the computer was stolen to investigate and prosecute those responsible for this illegal conduct. In the meantime, if you require any additional information concerning the above referenced event, please feel free to contact me at your convenience.

Sincerely,

David A. Zetoony

Enclosure



# [DATE]

[CONSUMER FIRST NAME] [CONSUMER LAST NAME] [CONSUMER ADDRESS] [CONSUMER CITY, STATE ZIP]

Jeffrey L. Manion Vice President, Business Aviation Global Sales & Customer Services StandardAero 1524 West 14th Street, Suite 110 Tempe, Arizona 85281

Re: Important Notice

Dear [CONSUMER FIRST NAME] [CONSUMER LAST NAME],

A StandardAero computer which contained, among other things, the registration form that you submitted to participate in one of our customer appreciation events, was recently stolen. We are contacting you about this event because the registration form contained a credit card number (e.g., to hold a room reservations). In addition, you may have provided other sensitive information in order to participate in an activity held during the event (e.g., to obtain a fishing license).

We immediately notified law enforcement when we learned about the theft, and are working with them to try to identify the culprit. We have also taken the extra step of alerting the three major credit reporting agencies – Equifax, Experian, and TransUnion – of the situation.

In the meantime, we recommend that you notify the provider for the credit card that was included on the registration form and ask that they assign you a new account number. If you are not sure which credit card number you included, April Klukas at StandardAero can provide you with that information. To the extent that you incur <u>any</u> fee in order to receive the new account number, or new credit cards, we will, of course, reimburse you for those charges.

Because we understand that you may be concerned about possible identity theft, to the extent that you are not already enrolled, we will also reimburse the expense of one year of credit monitoring and ID theft insurance. Most of the credit reporting agencies offer this service, and their contact information has been included with this letter, nonetheless, you are free to select your own provider. Even if you choose not to enroll in credit monitoring, you can obtain a free copy of your credit report each year from the national credit reporting agencies and we advise you to

review your credit report and financial statements on a regular basis. To order your free annual report visit http://www.annualcreditreport.com, or call toll-free 877-322-8228.

If you do determine that an account has been fraudulently established using your identity, you should call the credit reporting agencies immediately as well as contact the Federal Trade Commission and your state attorney general's division of consumer protection. Contact information, along with instructions on how to obtain more information about identity theft, have been included with this letter.

Allow me to sincerely apologize for the inconvenience that this incident has caused; although we try to take steps to secure the personal information that we receive, unfortunately it is impossible to avoid all types of criminal activity.

If you have any questions concerning this incident, or would like to be reimbursed for the expenses discussed above, please contact April Klukas by phone at 210-334-6226 or by email at April.Klukas@StandardAero.com.

Sincerely,

Jeffrey L. Manion Vice President, Business Aviation Global Sales & Customer Services StandardAero

# Important Information If You Believe That You May Be The Victim of Identity Theft

Information about reporting, and preventing, identity theft can be found at <a href="http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/index.html">http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/index.html</a>. Among other things, this website explains how to ask the national credit reporting agencies to place a "fraud alert" or a "security freeze" on your credit reports. A fraud alert is a statement added to your credit report 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. A security freeze is a statement added to your credit report that alerts creditors not to open accounts under your name. The following is the contact information for the three national credit reporting agencies:

| COMPANY    | TELEPHONE    | ADDRESS                          | WEBSITE                   |
|------------|--------------|----------------------------------|---------------------------|
| Equifax    | 800-525-6285 | P.O. Box 740256                  | http://www.equifax.com    |
|            |              | Atlanta, GA 30374-0241           |                           |
| Experian   | 888-397-3742 | P.O. Box 2002                    | http://www.experian.com   |
|            |              | Allen, TX 75013                  |                           |
| TransUnion | 800-680-7289 | Fraud Victim Assistance Division | http://www.transunion.com |
|            |              | P.O. Box 6790                    |                           |
|            |              | Fullerton, CA 92834-6790         |                           |

In addition, if you believe that you have been the victim of identity theft, you should consider reporting the incident to the Federal Trade Commission. They can be reached at 1-877-438-4338 or online at <a href="https://www.ftccomplaintassistant.gov/">https://www.ftccomplaintassistant.gov/</a>. You should also consider contacting your state's Attorney General and/or Division of Consumer Protection to report ID theft or for more information about ID theft.

| STATE         | CONTACT INFORMATION           |
|---------------|-------------------------------|
| Alabama       | 334.242.7300 / 1.800.230.9485 |
| Alaska        | 907.465.2133 / 907.269.5200   |
| Arizona       | 520.628.6504 / 800.352.8431   |
| Arkansas      | 501.682.2341 / 800.482.8982   |
| California    | 916.322.3360                  |
| Colorado      | 303.866.4500                  |
| Connecticut   | 860.808.5318                  |
| Delaware      | 800.220.5424 / 302.577.8600   |
| DC            | 202.724.1305                  |
| Florida       | 850.414.3990                  |
| Georgia       | 404.651.9340 / 404.656.3790   |
| Hawaii        | 808.586.1500                  |
| Idaho         | 208.334.2424                  |
| Illinois      | 1.866.999.5630                |
| Indiana       | 317.2326330 / 1.800.382.5516  |
| Iowa          | 515.281.5926 / 888.777.4590   |
| Kansas        | 785.296.3751 / 800.432.2310   |
| Kentucky      | 502.696.5389 / 800.804.7556   |
| Louisiana     | 225.326.6400 / 1.800.351.4889 |
| Maine         | 207.626.8800 / 1.800.436.2131 |
| Maryland      | 410.528.8662 / 4105766491     |
| Massachusetts | 617.727.8400 / 1.877.438.4338 |
| Michigan      | 517.373.1110                  |
| Minnesota     | 651.296.3353                  |
| Mississippi   | 601.359.3680                  |
| Missouri      | 573.751.3321                  |
| Montana       | 406.444.2026                  |

| STATE               | CONTACT INFORMATION          |  |
|---------------------|------------------------------|--|
| Nebraska            | 402.471.2682                 |  |
| Nevada              | 775.684.1100                 |  |
| New Hampshire       | 603.271.3658                 |  |
| New Jersey          | 609.292.8740                 |  |
| New Mexico          | 505.827.6000                 |  |
| New York            | 518.474.7330                 |  |
| North Carolina      | 919.716.6400 /               |  |
|                     | http://www.nedoj.gov/        |  |
| North Dakota        | 701.328.2210                 |  |
| Ohio                | 614.466.4320 / 800.282.0515  |  |
| Oklahoma            | 405.521.3921                 |  |
| Oregon              | 503.378.4732                 |  |
| Pennsylvania        | 717.787.3391                 |  |
| Puerto Rico         | 787.721.2900                 |  |
| Rhode Island        | 401.274.4400                 |  |
| South Carolina      | 803.734.3970                 |  |
| South Dakota        | 605.773.3215                 |  |
| Tennessee           | 615.741.5860 or              |  |
|                     | 615.741.1671                 |  |
| Texas               | 512.463.2100                 |  |
| U.S. Virgin Islands | 340.774.5666                 |  |
| Utah                | 801.538.9600                 |  |
| Vermont             | 802.828.3171                 |  |
| Virginia            | 804 .786.2071 / 804.786.2042 |  |
|                     | cybercrime@oag.state.va.us   |  |
| Washington          | 360.753.6200 or              |  |
|                     | 206.464.6684                 |  |
| West Virginia       | 304.558.2021 or              |  |
|                     | 304.558.8986                 |  |
| Wisconsin           | 608.266.1221                 |  |
| Wyoming             | 307.777.7841 or              |  |
|                     | 307.777.7874                 |  |