

ATWOOD DISTRIBUTING, L.P.

500 South Garland Road Enid, Oklahoma 73703 (580) 233-3702 FAX (580) 234-4332

STATE OF NH
DEPT. OF JUSTICE
2017 MAR 24 AM 11:20

BY FIRST CLASS MAIL
RETURN RECEIPT REQUESTED

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

March 21, 2017

NOTICE OF DATA BREACH

To Whom It May Concern:

Consistent with N.H. Rev. Stat. Ann. § 359-C:20 *et al.*, as a supplement to the letter sent by Aptos, Inc. (“Aptos”) on or about February 25, 2017, this letter provides additional notice by Atwood Distributing L.P. (“Atwoods”) of a computer data security incident. Atwoods contracts with Aptos who provides a digital commerce platform that functions as the back-end for Atwoods’s online store. Aptos holds the data of consumers associated with their transactions at Atwoods’s online store.

Aptos determined that there had been a remote access intrusion to its systems that resulted in unauthorized access to information of Atwoods’s consumers. The intrusion resulted in access to online transaction data including consumers’ first and last names, addresses, phone numbers, payment card numbers, and expiration dates. According to Aptos, CVV2s and SSNs of Atwoods’s consumers were not accessed. Aptos’s investigation into the breach indicated that the intrusion began in approximately February 2016 and ended in approximately December 2016. According to Aptos, a total of 2,858 consumers with billing addresses in New Hampshire are or have been notified.

Aptos determined that two (2) of Atwoods’s consumers were affected in New Hampshire. On or about March 7, 2017, Atwoods sent notice by first class mail to the affected consumers. The notice detailed what happened, what information was involved, what Aptos was doing to ensure that no further breaches occurred, what the consumers can do to help protect their personal information, and how the consumers may get more information about the breach.

Aptos notified Atwoods that it discovered indications of this intrusion in late November 2016, and promptly reported the matter to the FBI and the U.S. Department of Justice. Aptos did not give notice of the breach to Atwoods until February 6, 2017 because law enforcement requested that Aptos not notify the affected retailers before February 5, 2017. At this time, Aptos has not made Atwoods aware of any reports of payment card fraud or other misuse of the data at issue.

In response to these events, Aptos has worked with a leading cybersecurity firm to remove the malware from its systems and to make security updates to the systems, including strengthening access controls.

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Atwoods is committed to full cooperation in answering any questions that your office may have. If you have any questions or concerns, or there is any other information that is needed, please contact me directly.

Sincerely,



Travis Percival
Director of Information Technology
Atwood Distributing, L.P.
500 S. Garland Road
Enid, OK 73703
1-580-249-8700
customersupport@atwoods.com

Operators Of

ATWOODS
Ranch ★ Home

Stores



Ranch ★ Home

Processing Center • P.O. BOX 141578 • Austin, TX 78714

STATE OF NH
DEPT OF JUSTICE
2017 MAR 24 AM 11:20



00001
JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

March 7, 2017

NOTICE OF DATA BREACH

Dear John Sample,

We are writing to inform you of an incident that may have involved your personal information associated with online purchases made on our website <http://www.atwoods.com/>. On February 6, 2017, we were informed that our website <http://www.atwoods.com/> experienced an intrusion last year. Our site is operated for us by a third-party company (our “platform provider”), and it was the platform provider’s systems that experienced the intrusion. Although we are unaware of any actual misuse of information, we are providing notice to you and other potentially affected customers about the incident, and about tools you can use to protect yourself against possible identity theft or fraud.

What Happened?

The intruder, or intruders, placed malware on the platform provider’s servers, and by doing so, gained access to our customers’ payment card data. To date, the investigation indicates that the intrusion began approximately in February 2016 and ended in December 2016. The intruder, or intruders, gained access to customer information, including payment card numbers, as customers made transactions on the platform provider’s systems, and had access to historical payment card data. Because you have provided your payment card information to us in the past, we are notifying you about this data breach.

You may wonder why you are hearing about the breach now. The platform provider for <http://www.atwoods.com/> did not discover the breach until November. In addition, law enforcement is investigating, and asked that notification to customers be delayed to allow the investigation to move forward.

What Information Was Involved?

The information that the intruder, or intruders, had access to includes your first and last name, your address, your phone number, and any debit or credit card numbers with expiration dates you may have used on our website. CVV and security codes for any debit or credit card numbers were not accessed by the intruder, or intruders.

What We Are Doing.

Our platform provider has worked with a leading cybersecurity firm to remove the malware from its systems and is actively monitoring the platform to safeguard personal information. Our platform provider has also contacted and offered its cooperation to federal law enforcement.



01-03-1-00

What You Can Do.

We want to make you aware of steps you may take to guard against theft or fraud. To protect yourself from the possibility of identity theft, we recommend that you immediately contact your credit or debit card company and inform them that your card information may have been compromised, so they can issue you a replacement card. We recommend you review your banking and card statements and report any suspicious activity to the relevant financial institutions. For additional information, please review the enclosed Information about Identity Theft Protection.

As an added precaution, we have arranged to have AllClear ID protect your identity for twelve (12) months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next twelve (12) months.

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-711-5990 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

AllClear Credit Monitoring: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of credit, criminal, medical or employment fraud against children by searching thousands of public databases for use of your child's information. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-855-711-5990 using the following redemption code: Redemption Code.

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

For More Information.

AllClear ID agents are ready and standing by to help you. If you have any questions about the security incident or the protection services, please call AllClear ID directly at 1-855-711-5990, Monday through Saturday, 8 a.m. – 8 p.m. CST. If you have any additional questions or if you would like to discuss this matter further, please call 1-580-249-8700. We sincerely regret any inconvenience or concern caused by this incident.

Sincerely,

Atwood Distributing, L.P.

Atwood Distributing, L.P.
500 S. Garland Rd.
Enid, OK 73703

Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax: P.O. Box 740241, Atlanta, Georgia 30374-0241, 1-800-685-1111, www.equifax.com
Experian: P.O. Box 9532, Allen, TX 75013, 1-888-397-3742, www.experian.com
TransUnion: P.O. Box 1000, Chester, PA 19022, 1-800-888-4213, www.transunion.com

When you receive your credit reports, review them carefully. Look for accounts or creditor inquiries that you did not initiate or do not recognize. Look for information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

Federal Trade Commission, Consumer Response Center
600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

For residents of Maryland: You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General:

Maryland Office of the Attorney General, Consumer Protection Division
200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us

For residents of Massachusetts: You also have the right to obtain a police report.

For residents of North Carolina: You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

North Carolina Attorney General's Office, Consumer Protection Division
9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, www.ncdoj.gov

The next 2 paragraphs are regarding incidents involving personal health information. Disregard if not applicable to your situation.

We recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you see any service that you believe you did not receive, please contact your insurer at the number on the statement. If you do not receive regular explanation of benefits statements, contact your provider and request them to send such statements following the provision of services in your name or number.

You may want to order copies of your credit reports and check for any medical bills that you do not recognize. If you find anything suspicious, call the credit reporting agency at the phone number on the report. Keep a copy of this notice for your records in case of future problems with your medical records. You may also want to request a copy of your medical records from your provider, to serve as a baseline. If you are a California resident, we suggest that you visit the web site of the California Office of Privacy Protection at www.privacy.ca.gov to find more information about your medical privacy.

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed below.

Equifax: 1-888-766-0008, www.equifax.com
Experian: 1-888-397-3742, www.experian.com
TransUnion: 1-800-680-7289, fraud.transunion.com



02-03-1

Credit Freezes (for Non-Massachusetts Residents): You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company.* Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information:

Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed above.

Credit Freezes (for Massachusetts Residents): Massachusetts law gives you the right to place a security freeze on your consumer reports. A security freeze is designed to prevent credit, loans and services from being approved in your name without your consent. Using a security freeze, however, may delay your ability to obtain credit. You may request that a freeze be placed on your credit report by sending a request to a credit reporting agency by certified mail, overnight mail or regular stamped mail to the address below:

Equifax: P.O. Box 105788, Atlanta, GA 30348, www.equifax.com
Experian: P.O. Box 9554, Allen, TX 75013, www.experian.com
TransUnion LLC: P.O. Box 2000, Chester, PA, 19022-2000, freeze.transunion.com

Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes; Social Security number; date of birth (month, day and year); current address and previous addresses for the past five (5) years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request should also include a copy of a government-issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). The credit reporting company may charge a reasonable fee of up to \$5 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting company.

AllClear Identity Repair Terms of Use

If you become a victim of fraud using your personal information without authorization, AllClear ID will help recover your financial losses and restore your identity. Benefits include:

- 12 months of coverage with no enrollment required.
- No cost to you — ever. AllClear Identity Repair is paid for by the participating Company.

Services Provided

If you suspect identity theft, simply call AllClear ID to file a claim. AllClear ID will provide appropriate and necessary remediation services ("Services") to help restore the compromised accounts and your identity to the state prior to the incident of fraud. Services are determined at the sole discretion of AllClear ID and are subject to the terms and conditions found on the AllClear ID website. AllClear Identity Repair is not an insurance policy, and AllClear ID will not make payments or reimbursements to you for any financial loss, liabilities or expenses you incur.

Coverage Period

Service is automatically available to you with no enrollment required for 12 months from the date of the breach incident notification you received from Company (the "Coverage Period"). Fraud Events (each, an "Event") that were discovered prior to your Coverage Period are not covered by AllClear Identity Repair services.

Eligibility Requirements

To be eligible for Services under AllClear Identity Repair coverage, you must fully comply, without limitations, with your obligations under the terms herein, you must be a citizen or legal resident eighteen (18) years of age or older, and have a valid U.S. Social Security number. Minors under eighteen (18) years of age may be eligible, but must be sponsored by a parent or guardian. The Services cover only you and your personal financial and medical accounts that are directly associated with your valid U.S. Social Security number, including but not limited to credit card, bank, or other financial accounts and/or medical accounts.

How to File a Claim

If you become a victim of fraud covered by the AllClear Identity Repair services, you must:

- Notify AllClear ID by calling 1.855.434.8077 to report the fraud prior to expiration of your Coverage Period;
- Provide proof of eligibility for AllClear Identity Repair by providing the redemption code on the notification letter you received from the sponsor Company;
- Fully cooperate and be truthful with AllClear ID about the Event and agree to execute any documents AllClear ID may reasonably require; and
- Fully cooperate with AllClear ID in any remediation process, including, but not limited to, providing AllClear ID with copies of all available investigation files or reports from any institution, including, but not limited to, credit institutions or law enforcement agencies, relating to the alleged theft.

Coverage under AllClear Identity Repair Does Not Apply to the Following:

Any expense, damage or loss:

- Due to
 - Any transactions on your financial accounts made by authorized users, even if acting without your knowledge, or
 - Any act of theft, deceit, collusion, dishonesty or criminal act by you or any person acting in concert with you, or by any of your authorized representatives, whether acting alone or in collusion with you or others (collectively, your "Misrepresentation");
- Incurred by you from an Event that did not occur during your coverage period; or
- In connection with an Event that you fail to report to AllClear ID prior to the expiration of your AllClear Identity Repair coverage period.

Other Exclusions:

- AllClear ID will not pay or be obligated for any costs or expenses other than as described herein, including without limitation fees of any service providers not retained by AllClear ID; AllClear ID reserves the right to investigate any asserted claim to determine its validity.
- AllClear ID is not an insurance company, and AllClear Identity Repair is not an insurance policy; AllClear ID will not make payments or reimbursements to you for any loss or liability you may incur.
- AllClear ID is not a credit repair organization, is not a credit counseling service, and does not promise to help you improve your credit history or rating beyond resolving incidents of fraud.
- AllClear ID reserves the right to reasonably investigate any asserted claim to determine its validity. All recipients of AllClear Identity Repair coverage are expected to protect their personal information in a reasonable way at all times. Accordingly, recipients will not deliberately or recklessly disclose or publish their Social Security number or any other personal information to those who would reasonably be expected to improperly use or disclose that Personal Information.

Opt-out Policy

If for any reason you wish to have your information removed from the eligibility database for AllClear Identity Repair, please contact AllClear ID:

E-mail support@allclearid.com	Mail AllClear ID, Inc. 823 Congress Avenue Suite 300 Austin, Texas 78701	Phone 1.855.434.8077
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