



LEWIS BRISBOIS BISGAARD & SMITH LLP

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November 11, 2020

File No. 48933.02

**VIA EMAIL**

Attorney General Gordon J. MacDonald  
Consumer Protection Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
attorneygeneral@doj.nh.gov

**Re: Notification of Data Security Incident**

Dear Department of Justice:

We represent BarristerBooks, Inc. (“Barrister”), an online retailer of legal textbooks located at 615 Florida Street, Lawrence, KS 66044, in connection with a recent data security incident described below. Barrister has notified the affected individuals of the incident. The purpose of this letter is to provide formal notice to your office.

**I. Nature of Security Incident**

Barrister recently detected a potential data security incident affecting its website. Barrister immediately launched an investigation and engaged a digital forensics firm to assist. The investigation determined that payment card information (name, account number, expiration date, and card value verification number) may have been exposed for customers who made purchases through barristerbooks.com, lawbooks.com, or lawbooksforless.com between July 7, 2020 and September 11, 2020.

**II. Number of New Hampshire Residents Affected**

Barrister has notified 22 New Hampshire residents of this incident. Notification letters were mailed via First-Class Mail on November 11, 2020. A sample copy of that notification letter is enclosed.

**III. Actions Taken in Response to the Incident**

As soon as Barrister detected a potential incident, it launched an investigation, engaged a digital forensics firm, and worked to determine whether any personal information was accessed or

acquired without authorization. Barrister also reported the incident to the Federal Bureau of Investigation and will provide law enforcement whatever assistance is needed.

Once Barrister determined which consumers were affected by the incident, it immediately began the process of notifying them. As part of that notice, Barrister provided consumers with information about steps they can take to protect their personal information and recommended that they review their account statements and report any discrepancies to their financial institutions. Barrister has also adopted enhanced security measures to prevent similar incidents in the future.

#### **IV. Contact Information**

If you have any questions or need additional information, please do not hesitate to contact me at 971.712.2805 or David.Artman@lewisbrisbois.com.

Very truly yours,

*/s David E. Artman*  
David E. Artman of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

EAS

Encl. Consumer Notification Letter

C/O IDX  
P.O. Box 1907  
Suwanee, GA 30024

<<First Name>> <<Last Name>>  
<<Address 1>> <<Address 2>>  
<<City>>, <<State>> <<Zip>>

November 10, 2020

Re: Notice of Data Security Incident

Dear <<First Name>> <<Last Name>>,

We are writing to inform you of a data security incident that may have involved your personal information. At BarristerBooks, we take the privacy and security of your information very seriously. This is why we are notifying you of the incident and informing you about steps you can take to help protect your personal information.

**What Happened?** We recently discovered a data security incident involving our website. We immediately launched an investigation and engaged a digital forensics firm to assist. The recently completed investigation determined that payment card information may have been exposed for customers who made purchases through barristerbooks.com, lawbooks.com or lawbooksforless.com between July 7, 2020 and September 11, 2020.

As a small, family-owned company serving law students since 1999, we have always taken the privacy and security of your information extremely seriously. We have never stored full card payment information in our customer accounts or servers and have always strived to maintain a high degree of security. Despite our protective measures, it appears that an unknown party was able to obtain payment card information at the time of order placement during the approximate eight-week period mentioned above.

**What Information Was Involved?** The information involved in this incident may have included your name and the account number, expiration date, and card value verification number for your payment card ending in <<Field 1>>.

**What Are We Doing?** As soon as we detected a potential incident, we took the steps described above and worked to determine whether any personal information was accessed or acquired without authorization. As part of this incident, we have notified the Federal Bureau of Investigation (FBI) regarding the incident and will provide law enforcement whatever assistance is needed. We have adopted even more stringent security measures to prevent similar incidents in the future, including moving our card payment processing outside of our website so that order payments are processed directly on PayPal. Once we were able to determine the dates, we immediately began the process of notifying any customer who may have been affected, and we are now providing you with information about steps you can take to help protect your personal information.

**What You Can Do:** You should remain vigilant by closely reviewing your account statements for discrepancies. We recommend that you report any such discrepancies to your financial institution, which may be able to offer you a new payment card. You can also review the information on the following page for additional steps you can take to protect your personal information, which include placing a fraud alert on your credit report and a security freeze on your credit file.

**For More Information:** Further information about how to protect your personal information appears on the following page. If you have questions concerning this incident, please call (833) 791-1656 Monday-Friday (excluding holidays) from 9 am - 9 pm Eastern Time.

For over 20 years, BarristerBooks has valued each customer we have been fortunate enough to serve, and your trust is of the utmost importance to us. We fully understand the inconvenience and frustration this situation involves. As such, we sincerely appreciate your patience and understanding during what we realize is already a stressful time, and we deeply regret any worry or inconvenience that this incident may cause you.

Sincerely,

BarristerBooks, Inc.

## Steps You Can Take to Further Protect Your Information

**Review Your Account Statements and Notify Law Enforcement of Suspicious Activity:** As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

**Copy of Credit Report:** You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting [annualcreditreport.com/](http://annualcreditreport.com/), calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>. You also can contact one of the following three national credit reporting agencies:

**TransUnion**  
P.O. Box 1000  
Chester, PA 19016  
1-800-916-8800  
[transunion.com](http://transunion.com)

**Experian**  
P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742  
[experian.com](http://experian.com)

**Equifax**  
P.O. Box 740241  
Atlanta, GA 30374  
1-800-525-6285  
[equifax.com](http://equifax.com)

**Free Annual Report**  
P.O. Box 105281  
Atlanta, GA 30348  
1-877-322-8228  
[annualcreditreport.com](http://annualcreditreport.com)

**Fraud Alert:** You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that creditors contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at [annualcreditreport.com](http://annualcreditreport.com).

**Security Freeze:** Under U.S. law, you have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

**Additional Free Resources:** You can obtain information from the consumer reporting agencies, the FTC or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state. Residents of Maryland, North Carolina, and Rhode Island can obtain more information from their Attorneys General using the contact information below.

**Federal Trade Commission**  
600 Pennsylvania Ave  
NW  
Washington, DC 20580  
[consumer.ftc.gov](http://consumer.ftc.gov)  
[ftc.gov/idtheft](http://ftc.gov/idtheft)  
1-877-438-4338

**Maryland Attorney General**  
200 St. Paul Place  
Baltimore, MD 21202  
[oag.state.md.us](http://oag.state.md.us)  
1-888-743-0023

**North Carolina Attorney General**  
9001 Mail Service  
Center  
Raleigh, NC 27699  
[ncdoj.gov](http://ncdoj.gov)  
1-877-566-7226

**Rhode Island Attorney General**  
150 South Main Street  
Providence, RI 02903  
[riag.ri.gov](http://riag.ri.gov)  
401-274-4400

**You also have certain rights under the Fair Credit Reporting Act (FCRA):** These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information, as well as others. For more information about the FCRA, and your rights pursuant to the FCRA, please visit: [http://files.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf).

**Personal Information of a Minor:** You can request that each of the three national credit reporting agencies perform a manual search for a minor's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card, and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>.