



February 8, 2008

Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301  
FAX (603) 223-6202

Re: Legal Notice of Information Security Breach Pursuant to N.H. Rev. Stat. Ann. § 359-C:20(i)(b)

To Whom It May Concern:

Cross Country Travcorp, Inc., NovaPro, Inc., and Assignment America, Inc., dba as Cross Country Staffing ("Cross Country") provides healthcare staffing services throughout the United States. As you are aware, New Hampshire state law requires notice to the Office of the Attorney General in the event of an information security breach involving the personal information of New Hampshire residents. In accordance with that requirement, we write to inform you of an information security breach concerning our employees' personal data.

On February 1, 2008, a laptop computer was stolen from a corporate employee's car. The computer contained confidential information about some Cross Country employees, including their names, Social Security numbers and addresses. The stolen computer was password protected, but not encrypted. Our corporate employee immediately reported the incident to the local police. We have no evidence that the information stored on the laptop has been accessed or misused.

Approximately 45 New Hampshire residents were affected by this incident. Pursuant to legal obligations, we are notifying all affected individuals of the possible information security breach via written letter to each affected individual through first class mail, postage prepaid. Mailing will begin on February 8, 2008. For your convenience, a copy of the notice is enclosed.

The notices describe (1) the general nature of the incident, (2) the type of personal information that may be compromised, (3) the precautionary measures Cross Country is taking to help protect personal information from unauthorized access, (4) contact information for inquiries regarding the incident, (5) how to enroll in Experian's credit monitoring service, which Cross Country is making available to affected individuals free of charge for one year and (6) advice to individuals that they should consider placing a fraud alert on their credit files and review account statements and monitor free credit reports that are available to them.



Boca Raton ■ Boston ■ St. Louis ■ Atlanta ■ Tampa ■ Nashville ■ Raleigh/Durham ■ Chicago ■ Phoenix ■ Seattle

If you have any questions or need further information regarding this incident, please do not hesitate to contact us.

Sincerely yours,



Joseph Boshart  
Vice President

Enclosure

[Insert date]

[Insert full name]

[Insert street address]

[Insert City address]

**Re: Important Notice**

Dear [First Name of Individual]

I am writing to inform you about a possible security breach involving your name and social security number. This information was contained on a computer that was stolen from a corporate employee's car. We deeply regret this incident. The stolen computer was password protected, but the information on the computer was not encrypted. We do not have any evidence that your information has been misused, and we believe that the likelihood of such misuse is low.

To enable you to detect any potential misuse of your information, we have contracted with ConsumerInfo.com, Inc, an Experian® company to provide you with one full year of credit monitoring at no cost to you. This credit monitoring membership will enable you to identify possible fraudulent use of your information.

Your credit monitoring product, Triple Alert<sup>SM</sup>, will identify and notify you of key changes that may be a sign of Identity theft.

Your complimentary 12-month membership includes:

- Daily monitoring of all three of your credit reports from the three national credit bureaus
- Email alerts to inform you of key changes on your credit reports
- Monthly all clear notifications
- Dedicated Fraud Resolution Representatives, should you need them
- Toll-free access to Customer Care, 7 days a week
- \$10,000 in identity theft insurance provided by Virginia Surety. No deductible.

\*Due to New York state law restrictions, identity theft insurance cannot be offered to residents of New York.

You have ninety (90) days to activate this membership, which will then continue for 12 full months from the date of activation. We encourage you to activate your credit monitoring membership as soon as possible. To activate your membership, please visit <http://partner.consumerinfo.com/CrossCountry> and enter your activation code provided below. You will be instructed on how to initiate your online membership. Should you not have access to a computer, please call 866-252-0121 for additional assistance.

Your Credit Monitoring Activation Code: [insert Activation Code]

Whether or not you sign up for the Triple Alert<sup>SM</sup> credit monitoring product, it is always a good practice to regularly review activity on your accounts and to obtain your credit report from one or more of the three national credit reporting companies. You should consider contacting the institutions where you hold financial accounts and let them know of the incident so they can notify you of any suspicious account activity or take other steps to help protect you. **We are also attaching a reference guide based on guidance published by the Federal Trade Commission and other authorities to give you more information about identity theft, how to report it and how to protect yourself.**

Cross Country takes the protection of your information very seriously. We are firmly committed to protecting all of the information that is entrusted to us, and we regret any inconvenience or concern that this incident may cause you. We are reviewing our current policies and procedures with respect to such information and are committed to fully protecting all of the information that is entrusted to us. If you have any additional questions about this incident, please contact us toll-free at the following helpline number: 866-372-3349

Sincerely,

  
CROSS COUNTRY TRAVCORPS, INC.

Jonathan Ward, President

## IDENTITY THEFT PREVENTION REFERENCE GUIDE

Identity theft, in its simplest form, occurs when someone obtains and misuses your personal information without your permission, and often without your knowledge of the activity.

We urge you to review your credit file monitoring materials carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), complete name and employer(s). Notify the credit reporting companies if any information is incorrect. You should also monitor any credit cards or consumer accounts you have for suspicious activity. Be sure to report suspected identity theft to the credit reporting companies, to the credit card company and to the proper authorities.

**Free Fraud Alert:** You should also consider placing an initial fraud alert on your credit file. This alert stays on your credit report for 90 days. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You can do so by contacting one of the three credit reporting companies listed below.

Equifax  
(877) 478-7625  
www.equifax.com  
P.O. Box 740241  
Atlanta, GA 30374-0241

Experian  
(888) 397-3742  
www.experian.com  
P.O. Box 9532  
Allen, TX 75013

TransUnion  
(800) 680-7289  
www.transunion.com  
P.O. Box 6790  
Fullerton, CA 92834-6790

**Free Credit Report:** You are entitled under federal law to a free copy of your credit report from each of the major nationwide credit reporting companies once every twelve months. To order your free report from one or all of the national credit reporting companies, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free (877) 322-8228, or complete the Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print the form from [www.ftc.gov/freereports](http://www.ftc.gov/freereports). Please do not contact the three nationwide credit reporting companies individually. If you ask, only the last four digits of your Social Security number will appear on your credit reports.

**Credit Freeze:** In some U.S. states, you have the right to put a "credit 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. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit bureaus at the numbers above to find out more information. There may be fees for placing, lifting, and/or removing a security freeze, which generally range from \$5-20 per action. To place a freeze, you will be required to provide each of the major credit bureaus with your full name, current and former addresses, Social Security number and birth date. If you are not an identity theft victim (for which fees are often waived), you will also be required to provide a check, money order, or credit card payment information.

To learn more about protecting yourself from identity theft, please visit [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/) or call the Federal Trade Commission hotline: 1-877-IDTHEFT (438-4338).