

STATE OF NH
DEPT OF JUSTICE

2017 APR 17 AM 9:21

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April 14, 2017

VIA OVERNIGHT MAIL

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol St
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Foster:

We are writing on behalf of our client, Delta Career Education Corporation (“Delta Career”), to notify you of a security incident involving New Hampshire residents.

On March 30, 2017, Delta Career completed an investigation regarding suspicious activity in its computer network. The suspicious activity was detected on February 13th in one of its email accounts. Delta Career immediately began an internal investigation and engaged a leading computer security firm to determine the nature and scope of the incident. The investigation recently determined that unauthorized persons may have accessed information relating to some of Delta Career’s current and former employees and some of its current and former students. The information potentially affected includes names, Social Security numbers and, in some instances, addresses.

On April 14, 2017, Delta Career began sending written notification via U.S. Mail to 19 New Hampshire residents in substantially the same form as the letter attached hereto.¹ There was no delay in notification. Notice was provided as soon as possible once the investigation into the nature and scope of the incident was completed. Delta Career is offering one year of complimentary credit monitoring and identity protection services through Experian and has established a dedicated call center for affected individuals to call with any questions they may have.

¹ This report is not, and does not constitute, a waiver of Delta Career’s objection that New Hampshire lacks personal jurisdiction over Delta Career regarding any claims related to the data security incident.

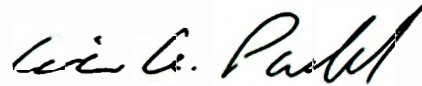
Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

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To help prevent a similar incident from happening in the future, Delta Career has implemented improved security measures including additional controls relating to safeguarding personal information and enhanced two-factor authentication for employee logins.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric A. Packel". The signature is written in a cursive style with a large, sweeping initial "E".

Eric A. Packel

Enclosure



Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

STATE OF NH
DEPT OF JUSTICE
2017 APR 17 AM 9:21

<<Mail ID>>
<<Name>>
<<Address1>>
<<Address2>>
<<City>>, <<State>>, <<Zip>>

<<Date>>

Dear <<Name>>:

Delta Career Education Corporation (“Delta Career”) is deeply committed to protecting the security and confidentiality of the personal information it maintains relating to its current and former employees. Regrettably, we are writing to inform you of an incident involving some of that information.

On March 30, 2017, Delta Career completed an investigation regarding suspicious activity in its computer network. The suspicious activity was detected on February 13th in one of its email accounts. Delta Career immediately began an internal investigation and engaged a leading computer security firm to determine the nature and extent of the incident. The investigation recently determined that unauthorized persons may have accessed information relating to some of our current and former employees. The information potentially affected includes your name, address, and Social Security number.

We have no knowledge that your personal information was misused in any way. However, out of an abundance of caution, we wanted to let you know this happened and assure you we take it very seriously. As a precaution, we are providing you with a complimentary one-year membership of Experian’s® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. **For more information on ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, as well as some additional steps you can take, please see the next page of this letter.**

We apologize for any inconvenience or concern this may have caused. To help prevent a similar incident from happening in the future, Delta Career has implemented improved security measures including additional controls relating to safeguarding personal information and enhanced two-factor authentication for employee logins. If you have questions regarding this incident, please call toll free to 844-774-7460 between 9:00 am and 9:00 pm Eastern Time.

Sincerely,

Bill Nance
Chief Operating Officer

Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: <<Enrollment Date>> (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site to enroll: <http://www.protectmyid.com/redeem>
3. PROVIDE Your Activation Code: <<Enrollment Code>>

If you have questions or need an alternative to enrolling online, please call 877-288-8057 and provide engagement #: <<PC number>>

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identify Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance:** Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at www.protectmyid.com/redeem
or call 877-288-8057 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-288-8057.

Additional Steps You Can Take

Even if you choose not to take advantage of this free credit monitoring, we recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111
Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742
TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.