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May 8, 2014

File No.  
34468.5

Attorney General Joseph Foster  
Office of the New Hampshire Attorney General  
~~Attn: Security Breach Notification~~  
33 Capitol Street  
Concord, NH 03301

**Re: Entercom Portland, LLC — Notice of Data Security Event**

Dear Mr. Foster:

We represent Entercom Portland, LLC (“Entercom”), 0700 SW Bancroft St., Portland, Oregon 97239, and are writing to notify you of a data event that may have compromised the security of personal information of two (2) New Hampshire residents. Entercom’s investigation into this event is ongoing, and this notice may be supplemented with any new significant facts learned subsequent to its submission.

By providing this notice, Entercom does not waive any rights or defenses under New Hampshire law.

**Nature of the Data Security Event**

On February 28, 2014, data cartridges which contained a backup of a data server located at Entercom’s Portland, Oregon facility were stolen from an employee’s personal automobile. **More specifically, the cartridges were inside a backpack stolen from the vehicle.** The backpack contained various personal items in addition to the data cartridges. These cartridges are magnetic tape data storage devices that require special software and hardware and cannot be accessed by the typical home computer.

Entercom is unaware of actual or attempted misuse of personal information. It does not appear that the personal information stored in the backup cartridges was the target of the theft. To the contrary, Entercom believes that the backpack’s personal effects were the target. The cartridges have not been recovered.

**Entercom's Response**

Upon discovering the theft, Entercom reported it to local law enforcement. In addition to law enforcement's investigation, Entercom immediately commenced an internal investigation to determine what data was stored on the backup cartridges at the time of the theft. Entercom retained an independent, third-party security expert to assist with this investigation. Entercom also retained privacy and data security legal counsel to assist with this investigation of, and response to, the theft. Entercom has examined and continues to examine its procedures to reduce the chances of a similar event occurring in the future.

Although the investigations into this matter are ongoing, Entercom determined that the data cartridges contained the name, Social Security number, and date of birth for two (2) New Hampshire residents.

#### **Notice to New Hampshire Residents**

Entercom sent written notice of this incident to the two (2) New Hampshire residents on May 8, 2014, in substantially the same form as the letter attached here as *Exhibit A*.

#### **Other Steps Taken and To Be Taken**

In addition to providing written notice of this incident to the affected individuals and the affected corporation as described above, each affected individual is being offered access to one (1) free year of identity theft protection services. Entercom is also providing information regarding how to protect against identity theft and fraud. Entercom is providing written notice of this incident to other state regulators and to the national consumer reporting agencies.

#### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at 215-977-4067.

Sincerely,



Sian M. Schafle, Esquire

cc: Entercom Portland, LLC

# **Exhibit A**



<<Member First Name>> <<Member Last Name>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<Zip Code>>

<<Date>> (Format: Month Day, Year)

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

Entercom Portland, LLC ("Entercom") is writing to inform you of an incident that may affect the security of your personal information. This incident may have resulted in unauthorized access to personal information including your name, <<ClientDef1(Social Security number, credit card information, bank account information, and date of birth.)>> We are providing this notice to you so that you may monitor your financial statements and take steps to protect your information.

#### **The Incident**

On February 28, 2014, data cartridges which contained a backup of a data server located at Entercom's Portland, Oregon facility were stolen from an employee's personal automobile. More specifically, the cartridges were inside a backpack stolen from the vehicle. The backpack contained various personal items in addition to the data cartridges. These cartridges are magnetic tape data storage devices that require special software and hardware and cannot be accessed by the typical home computer.

Entercom is unaware of any actual or attempted misuse of your personal information. It does not appear that the personal information stored in the backup cartridges was the target of the theft. To the contrary, Entercom believes that the backpack's personal effects were the target. Unfortunately, however, the cartridges have not been recovered.

#### **Entercom's Response**

Upon discovering the theft, Entercom reported it to local law enforcement. In addition to law enforcement's investigation, Entercom immediately commenced an internal investigation to determine what data was stored on the backup cartridges at the time of the theft. Entercom retained an independent, third-party security expert to assist with this investigation. Entercom also retained privacy and data security legal counsel to assist with this investigation of, and response to, the theft. Entercom has examined and continues to examine its procedures to reduce the chances of a similar event occurring in the future.

#### **Identity Theft Protection**

In an abundance of caution and to help reduce your concerns, Entercom has secured the services of Kroll **to provide identity theft protection at no cost to you for one year**. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Your identity theft protection services include **Credit Monitoring and Identity Theft Consultation and Restoration**. Please note that in order to activate the following services you will need to follow the instructions in the section titled "*How to Take Advantage of Your Identity Theft Protection Services*" below. Additional information describing your services is included with this letter.

*To receive credit monitoring, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.*

### What Else Can You Do

We also encourage you to remain vigilant, to review your account statements regularly, and to monitor your credit reports for suspicious activity. Under U.S. law, you are entitled to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also contact the three major credit bureaus directly to request a free copy of your credit report.

At no charge, you can also have these credit bureaus place a "fraud alert" on your file that alerts creditors to take additional steps to verify your identity prior to granting credit in your name. Note, however, that because it tells creditors to follow certain procedures to protect you, it may also delay your ability to obtain credit while the agency verifies your identity. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts on your file. Should you wish to place a fraud alert, or should you have any questions regarding your credit report, please contact any one of the agencies listed below. Information regarding security freezes is also available from these agencies.

#### **Equifax**

P.O. Box 105069  
Atlanta, GA 30348  
800-525-6285  
[www.equifax.com](http://www.equifax.com)

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19022-2000  
800-680-7289  
[www.transunion.com](http://www.transunion.com)

You can further educate yourself regarding identity theft, security freezes, and the steps you can take to protect yourself, by contacting the Federal Trade Commission or your state Attorney General. The Federal Trade Commission can be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-ID-THEFT (877-438-4338); TTY: 866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them. You can obtain further information on how to file such a complaint by way of the contact information listed above. Instances of known or suspected identity theft should also be reported to law enforcement.

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Entercom sincerely apologizes for any inconvenience or concern that this caused you. The safety and security of your personal information remains a top priority of Entercom. We have established a confidential privacy line to assist you with any questions regarding the incident, this letter or Kroll's identity monitoring services. This confidential privacy line can be reached at (???) ???-ECus, Monday through Friday, 8:00 a.m. to 5:00 p.m. CST.

Sincerely,

Entercom Portland, LLC

### How to Take Advantage of Your Identity Theft Protection Services

Visit [kroll.idMonitoringService.com](http://kroll.idMonitoringService.com) and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide your membership number.

[kroll.idMonitoringService.com](http://kroll.idMonitoringService.com) is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

**Membership Number:** <<Member ID>>

**Help is only a phone call away.**

If you have a question, need assistance, or feel you may be a victim of identity theft, Call 1-???-???-ECus, 8 a.m. to 5 p.m. (Central Time), Monday through Friday, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

## Take Advantage of Your Identity Theft Protection Services

You've been provided with access to services from Kroll, a global leader in risk mitigation. Over the past 14 years, Kroll has provided data breach response services for cases impacting more than 100 million individuals including personal consultation to more than 180,000 consumers and worked some 8,000 confirmed identity theft cases. When you need assistance, rest assured that your services are backed by an expert team who can answer any question you may have.

The following services are included in your **Credit Monitoring** package:



Kroll employs a team of experienced licensed investigators to provide you with expert, one-on-one assistance:

**Consultation:** You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes best practice tips to assist in ongoing protection, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

**Restoration:** Kroll's restoration services are the most comprehensive of any provider. Should you become a victim of identity theft, a dedicated licensed investigator can work on your behalf to resolve related issues. The investigator does more than shoulder the bulk of the recovery; they can dig deep to uncover all aspects of the theft, and then work with creditors, collection agencies, utilities, government entities, and more ... to resolve it.



**Credit Monitoring:** Credit services can be a key tool in detecting early warning signs of identity theft. You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft. You'll also receive "no activity" notices if there have been no changes to your data.

### How to Take Advantage of Your Identity Theft Protection Services

**Visit [kroll.idMonitoringService.com](http://kroll.idMonitoringService.com) and follow the online instructions to take advantage of your identity theft protection services.**

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide the membership number included with the accompanying letter.

**Help is only a phone call away.**

If you have a question, need assistance, or feel you may be a victim of identity theft, call Kroll at the toll-free number provided in the accompanying letter, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.