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STATE OF NH
DEPT OF JUSTICE
2017 FEB 13 AM 11:43

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February 8, 2017

By First-Class Mail

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Re: Data Security Incident

Dear Attorney General Foster,

I write on behalf of Equifax Consumer Services LLC ("Equifax") regarding a data security incident that may have exposed personal information of one (1) New Hampshire resident.

Equifax provides LifeLock members with credit information through the LifeLock online portal. On January 6, 2017, LifeLock informed Equifax that it received a report that a LifeLock member was able to view another person's credit report. Upon learning of the incident, Equifax and LifeLock immediately began taking steps to understand what occurred. Equifax has since determined that credit information of a small number of LifeLock members was inadvertently sent to another LifeLock member's online portal as the result of a technical issue. Equifax and LifeLock investigated the technical issue and concluded that it was not the result of any malicious activity. We have also worked together to ensure that it will not reoccur.

At this time, we have no evidence indicating that any personal information has been misused in any way. On February 8, 2017, Equifax will mail notifications to the one (1) New Hampshire resident to explain the incident and identify steps that they may take to protect against the potential misuse of their information. An unaddressed copy of this notification is enclosed for your reference. Finally, Equifax has partnered with LifeLock to extend the current LifeLock identity protection service subscriptions of the affected New Hampshire resident at no cost for twelve (12) months.

Attorney General Joseph Foster
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Please do not hesitate to contact me if you have any questions regarding this notification.

Sincerely,

A handwritten signature in black ink, appearing to be 'N. Oldham', with a long horizontal stroke extending to the right.

Nicholas A. Oldham
Counsel for Equifax



February 8, 2017

[Name]

[Street Address]

[City, State, Zip]

Dear [insert],

Re: Data Security Incident

We are writing to tell you about a data security incident that may have exposed some of your personal information. We take the protection and proper use of your information very seriously. For this reason, we are contacting you directly to explain the circumstances of the incident.

Equifax provides LifeLock members with credit information through the LifeLock online portal. On January 6, 2017, LifeLock informed Equifax that it received a report that a LifeLock member was able to view another person's credit report. Upon learning of the incident, Equifax and LifeLock immediately began taking steps to understand what occurred. Equifax has since determined that credit information for 158 LifeLock members, including you, was inadvertently sent to another LifeLock member's online portal as the result of a technical issue. Equifax and LifeLock investigated the technical issue and concluded that it was not the result of any malicious activity. We have also worked together to ensure that it will not reoccur.

Your credit information was inadvertently sent to one other member's online portal and was promptly removed. While your information might have been viewed by that other member, we have no evidence indicating that your information has been misused in any way. Nevertheless, out of an abundance of caution, Equifax is notifying you of this event so that you can, if you choose, take steps to protect against the potential misuse of your information. Along those lines, we have partnered with LifeLock to extend your current subscription for 12 months at no cost to you.

We also ask that you remain vigilant with respect to your personal information, and we encourage you to consider the following additional steps to protect your information. We recommend that you monitor your credit report and review account statements for unauthorized activity. You can order a free copy of your credit report by visiting www.annualcreditreport.com, calling 877-322-8228, or completing the Annual Credit Report Form on the Federal Trade Commission website at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>. Moreover, the contact information for all three national credit reporting agencies is listed below should you have any concerns about your credit report or want to learn more about services such as security freezes or fraud alert messages on your credit file.

Equifax	Experian	TransUnion
Phone: 888-766-0008 P.O. Box 740241 Atlanta, GA 30374 www.equifax.com	Phone: 888-397-3742 P.O. Box 9554 Allen, TX 75013 www.experian.com	Phone: 800-680-7289 P.O. Box 2000 Chester, PA 19016 www.transunion.com

If you detect any incident of fraud or identity theft, you should report the incident to your local law enforcement authority, your state attorney general, and/or the Federal Trade Commission (www.consumer.ftc.gov; 877-438-4338; 600 Pennsylvania Avenue, NW, Washington, DC 20580). You can obtain information from these sources about methods to prevent identity theft. You may also consider placing a fraud alert message or security freeze on your credit file by calling the toll-free telephone numbers for each of the national consumer credit reporting agencies listed above.

We apologize for any inconvenience. If you have any questions regarding this notification or your LifeLock subscription, you may call LifeLock at 1-800-LifeLock and speak with a live agent.

Sincerely,

Equifax Consumer Services LLC