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March 14, 2012

VIA UPS

Office of the Attorney General
33 Capitol Street
Concord, NH 03301
Attn: Attorney General Michael A. Delaney

Re: Incident Notification

Dear Attorney General Delaney:

Regrettably, we write to inform you of an incident involving the disclosure of personal information of a New Hampshire resident. Forte Interactive, Inc., a Florida corporation ("Forte"), is a leader in the field of software and web application development. For the past five years, Forte has worked on behalf of our client, the Children's Services Council of Palm Beach County ("CSC"), to develop and host a secure web portal which CSC provides for its providers and community partners to exchange information with CSC.

On January 30, 2012, CSC discovered that information Forte inadvertently copied from the web portal while performing a system upgrade had become publicly accessible through the internet and the Google search engine. CSC immediately alerted Forte to the incident, and Forte immediately implemented security measures to restore the privacy and confidentiality of the information and remove the information from public access. Forte, in conjunction with CSC, also began a thorough investigation to determine the information that may have been accessible by the public. The investigation revealed that names and social security numbers of individuals whose information was contained in the web portal had become publicly accessible from December 7, 2011 to February 3, 2012.

Forte is taking steps to prevent an incident like this one from occurring in the future. These steps include changing internal policies and procedures related to the security of client information. While Forte has no specific knowledge that the information has been misused in any way, Forte is notifying all affected individuals of the incident and has arranged for them to enroll, at no cost to the affected individual, in FraudStop™ Basic Edition protection services through ID Experts®. ID Experts fully managed recovery services include: 12 months of services, a \$20,000 insurance reimbursement policy, exclusive educational materials and access to fraud resolution representatives.

There is approximately one (1) New Hampshire resident potentially affected by this incident. Notification will be sent to this resident on March 14, 2012 in substantially the form attached.

Very truly yours,



Theodore J. Kobus, III

cc: Thomas A. Sheehan, III, General Counsel, Children's Services Council of Palm Beach
(w/ encl.)

Enclosure



C/O ID Experts
PO Box 6336
Portland, OR 97228-6336

[Date]

[First Name] [Last Name]
[Address]
[City], [State] [Zip]

Dear [First Name] [Last Name],

Forte Interactive is a leader in the field of software and web application development. For the past five years, we have worked with the Children's Services Council of Palm Beach County ("CSC") to develop and host a secure web portal that CSC provides for its providers and community partners to exchange information with CSC. The privacy and security of the personal information we receive for CSC, and all of our customers, are a top priority at Forte Interactive. Regrettably, we are writing to inform you of an incident involving some of your personal information.

On January 30, 2012, CSC discovered that information we inadvertently copied from the web portal while performing a system upgrade had become publicly accessible through the internet and the Google search engine. CSC immediately alerted us to the incident, and we immediately implemented security measures to restore the privacy and confidentiality of the information and remove the information from public access. We, in conjunction with CSC, also began a thorough investigation to determine the information that may have been accessible by the public. The investigation revealed that the information had become publicly accessible from December 7, 2011 to February 3, 2012. The publicly accessible information included your name and Social Security number.

We have no knowledge that your information has been misused in any way or that it was even accessed by anyone. However, as a precaution, we have arranged for you to enroll, at no cost to you, in the FraudStop™ Credit Edition protection services through ID Experts®. ID Experts fully managed recovery services will include: 12 months of credit monitoring, a \$20,000 insurance reimbursement policy, exclusive educational materials and access to fraud resolution representatives. With this protection, ID Experts will help you resolve issues if your identity is compromised. We encourage you to contact ID Experts with any questions and to register for the free credit monitoring services by calling 1-888-266-9420 or you can visit the informational website at www.IDExpertsPrivacy.com.

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the following membership code when calling or enrolling on the website, so please do not discard this letter.

Your Membership Code: [ID Experts will insert individual codes]

We deeply regret any inconvenience this incident may cause you. We have made changes to internal policies and procedures related to the security of client information that will prevent an incident like this from happening in the future. If you have any questions about this incident, please call ID Experts at 1-888-266-9420, Monday through Friday, 9:00 a.m. to 9:00 p.m. Eastern Time.

Sincerely,

Clay Williams
Chief Executive Officer
Forte Interactive

Recommended Steps to help Protect your Identity

Please Note: No one is allowed to place a fraud alert on your credit report except you, please follow the instructions below to place the alert.

By immediately taking the following simple steps, you can help prevent your information from being misused.

1. Telephone. Contact ID Experts at 1-888-266-9420 to gain additional information about this event and to talk with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

2. Website. Go to www.IDExpertsPrivacy.com and follow the instructions for enrollment. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information

3. Activate the credit monitoring provided as part of your membership with ID Experts, which is paid for by CSC. Credit monitoring is included in the membership, but you must personally activate it for it to be effective. Note: You must have established credit and access to a computer and the internet to use this service. The welcome letter you receive after enrolling will provide you with instructions to activate the credit monitoring portion of the service. If you need assistance, ID Experts will assist you.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. You can receive free credit reports by placing fraud alerts. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

If you discover any suspicious items and have enrolled with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. Place Fraud Alerts with the three credit bureaus. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-800-525-6285
P.O. Box 740241
Atlanta, GA 30374-0241
www.alerts.equifax.com

Experian Fraud Reporting
1-888-397-3742
P.O. Box 9532
Allen, TX 75013
www.experian.com

TransUnion Fraud Reporting
1-800-680-7289
Fraud Victim Assistance
Division
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review.

6. Security Freeze. By placing a freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting agency. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

7. You can obtain additional information about the steps you can take to avoid identity theft from the following:

For North Carolina Residents:

Office of the Attorney General of North Carolina
9001 Mail Service Center
Raleigh, NC 27699-9001
www.ncdoj.com/
Telephone: 1-919-716-6400

For all other US Residents:

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
www.consumer.gov/idtheft
1-877-IDTHEFT (438-4338)
TDD: 1-202-326-2502

The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.