

RECEIVED

MAY 30 2017

CONSUMER PROTECTION

May 19, 2017

Lindsay B. Nickle
214.698.8093 (direct)
Lindsay.Nickle@wilsonelser.com

Attorney General Joseph A. Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03302

Re: Data Security Incident

Dear Attorney General Foster:

We represent Frontier Airlines ("Frontier"), located in Denver, Colorado, with respect to a recent potential data security incident described in more detail below. Frontier takes the security and privacy of the information in its control very seriously, and is taking steps to protect the impacted individuals as a result of this incident.

1. Nature of the security incident.

On May 3, 2017, Frontier determined that a former employee, prior to being dismissed by the company, may have viewed and disclosed personal information about other employees. Frontier has conducted a review, notified law enforcement, and plans to fully cooperate with any investigation. The information potentially involved includes names, addresses, dates of birth, Social Security numbers, and checking account and bank routing numbers.

2. Number of New Hampshire residents affected.

A total of four (4) residents of New Hampshire were affected by this security incident. Notification letters to those individuals were mailed on May 19, 2017, by first class mail. A sample copy of the notification letter is included with this letter.

3. Steps taken or plan to take relating to the incident.

Frontier is offering potentially impacted individuals credit monitoring and identity theft protection services for two years, at no cost to the individual, through ID Experts. Notification is also being provided to the credit reporting agencies.

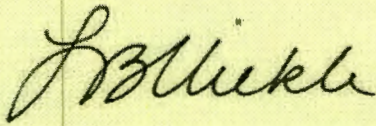
4. Contact information.

Frontier remains dedicated to protecting the sensitive information in its control. If you have any questions or need additional information, please do not hesitate to contact me at Lindsay.Nickle@wilsonelser.com or (214) 698-8093.

Please let us know if you have any questions.

Very truly yours,

**Wilson Elser Moskowitz
Edelman & Dicker LLP**



Lindsay B. Nickle

Enclosure



C/O ID Experts
PO Box 10442
Dublin, OH 43017-4042

To Enroll, Please Call:

844-768-2752

Or Visit: www.myidcare.com/enrollfrontier

Enrollment Code: ABC123

May 19, 2017

Sample Customer
123 Sample St
Apt 2
Dublin, OH 43017-1234

Re: Notice of Data Security Incident

To Sample Customer:

We recently became aware of a data security incident at Frontier Airlines' headquarters that may have resulted in the unauthorized disclosure of your personal information. Promptly after discovering the issue, we performed an extensive review. We have notified law enforcement and will fully cooperate in any investigation. Safeguarding all employee information is a top priority, and we sincerely apologize for any inconvenience this incident may cause. This letter contains information about steps you can take to protect yourself and resources we are making available to help you.

What happened and what information was involved:

Based on our review, we have determined that a former employee, prior to being dismissed by the company, may have viewed and disclosed your personal and financial information, including your name, address, date of birth, Social Security number, passport number, and your checking account and bank routing numbers.

What we are doing and what you can do:

To help relieve concerns and restore confidence following this incident, we are offering identity theft protection services through ID Experts®, a data breach and recovery services expert, to provide you with MyIDCare™. ID Experts fully managed recovery services will include:

- 24 months of Single Bureau Credit Monitoring;
- CyberScan Internet Monitoring;
- A \$1,000,000 insurance reimbursement policy;
- Educational materials; and,
- Complete access to their fraud resolution representatives.

With this protection, ID Experts will work on your behalf to resolve issues if your identity is compromised.

We encourage you to enroll in the free services by going to www.myidcare.com/enrollfrontier and using this enrollment code listed above. For enrollment support via phone, ID Experts is available Monday through Friday from 5 am - 5 pm Pacific Time. They can be reached at 844-768-2752.

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

Going Forward:

We are very committed to maintaining the security of our data, and constantly assess our security practices to ensure we stay current.

This news may lead to increased outside interest in the company. As always, if you receive any outside inquiries, please refer them to Media@flyfrontier.com or 720-374-4560.

Please do not hesitate to call 844-768-2752, Monday through Friday, 5:00 a.m. to 5:00 p.m. PST if you have questions about this event.

Sincerely,

Barry Biffle
President and CEO

Recommended Steps to help Protect your Information

Please Note: Only you are allowed to place a fraud alert on your credit report., To do so, please follow the instructions below.

1. Website and Enrollment. Go to www.myidcare.com/enrollfrontier and follow the instructions for enrollment using your enrollment code provided above. 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.

2. Activate the credit monitoring provided as part of your membership with ID Experts, which is paid for by Frontier. Credit monitoring and CyberScan 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. If you need assistance, ID Experts will be able to assist you.

3. Telephone. Contact ID Experts at 844-768-2752 to gain additional information about the membership and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.

4. Review your credit reports. We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. 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.

Additional Important Information

Fraud Alerts: You can place fraud alerts with the three credit bureaus 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 credit bureaus is below:

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a small fee to place, lift, or remove a freeze, but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

TransUnion (FVAD)
P.O. Box 2000
Chester, PA 19022
freeze.transunion.com
888-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed below.

For residents of Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the nationwide three credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. The form is available at <https://www.consumer.ftc.gov/articles/0155-free-credit-reports>.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State laws advise you to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

For residents of Maryland and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

**Maryland Office of the
Attorney General**
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

**North Carolina Office of the
Attorney General**
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

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

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft

FRONTIER

C/O ID Experts
PO Box 10442
Dublin, OH 43017-4042

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123 Sample St
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Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.freeze.equifax.com
800-525-6285

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze
888-397-3742

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Chester, PA 19022
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Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

**North Carolina Office of the
Attorney General**
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

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

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