



**GEOFF GRAY**  
CORPORATION

July 5, 2011

Michael Delaney, Attorney General  
NH Department of Justice  
33 Capitol Street  
Concord, NH 03301

RE: Potential Breach of Security – June 2011

Dear Attorney General Delaney:

Please consider this letter as formal notice that Geoff Gray Corporation (GGC) had a potential breach of security in mid-June 2011.

The actual date of this potential breach is not known. What we do know is that on June 9, 2011 our underwriter was able to access GGC's ALPS server. The ALPS server is collocated by I4Market in Manchester, New Hampshire. On June 16, 2011, our underwriter could not access the ALPS server and I4Market was notified to see if they could resolve the issue.

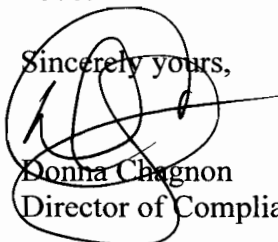
I4Market returned the call stating that they believed the ALPS server had been disabled by an outside entity. It was explained to GGC that the outside entity responsible for the potential breach had attempted to set up an IRC server. I4Market stated that the outside entity had tried to (and had been unsuccessful) at setting up an IRC on the server. I4Market restored and/or repaired the ALPS server, changed the root password and blocked all IRC ports on the firewall. I4Market stated that they did not believe that the root access was obtained.

GGC's in-house IT staff member reviewed the ALPS server logs and could not confirm or deny that a breach had occurred. Because we now had two different opinions about the potential breach, GGC consulted with Infiloop Consulting, LLC. Infiloop Consulting, LLC confirmed that there was a potential breach of the ALPS server.

There are approximately 280 New Hampshire consumers that may have been affected by this potential breach. We are compiling a mailing list of those affected so that they can be notified. I have enclosed a copy of the letter we have prepared for all of GGC consumers. Because GGC purchases and services loans in the Latino community (mostly Brazilian), we have also prepared the letter in Portuguese. We will send both letters to all of the consumers affected by the potential breach.

If you require any further information from me, please do not hesitate to contact me at (603) 890-9000.

Sincerely yours,



Donna Chagnon  
Director of Compliance

July 5, 2011

[Recipient Name]  
[Title]  
[Company Name]  
[Street Address]  
[City, ST ZIP Code]

Dear [Recipient Name]:

~ NOTICE ~

We are contacting you about a potential problem involving identity theft. While we do not believe any of your information was compromised, we are taking additional steps to enhance the security on our server to further protect your personal information.

We recommend that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

Equifax  
800-685-1111

Experian  
888-397-3742

TransUnionCorp  
800-680-7289

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts. You also should file a complaint with the FTC at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

You can find the FTC's comprehensive guide, *Take Charge: Fighting Back against Identity Theft*, to help you guard against and deal with identity theft at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idt04.pdf>.

Sincerely,

Geoff Gray Corporation

Nome do Cliente  
Cargo  
Nome da Companhia  
Endereço  
Cidade, Estado e Cep

Caro (Nome do Cliente)

## AVISO

Estamos entrando em contato com você a respeito de um problema em potencial envolvendo roubo de Identidade. Enquanto não acreditamos que nenhuma informação sua tenha sido comprometida nós estamos tomando medidas de segurança no nosso sistema para proteger sua informação pessoal.

Nós recomendamos que você ponha um alerta contra fraude no seu crédito. O Alerta contra fraude indica aos credores a entrar em contato com você antes de abrir qualquer nova conta ou realizar qualquer mudança em contas já existentes. Ligue para qualquer uma das três maiores agências de crédito do país. Assim que uma delas confirmar o seu alerta contra fraude as outras serão notificadas a fazer o mesmo e todas elas irão lhe enviar um detalhamento do seu crédito para a sua avaliação

Equifax  
800-685-1111

Experian  
888-397-3742

TransUnionCorp  
800-680-7289

Mesmo que você não encontre nenhuma atividade suspeita nos primeiros extratos a Comissão de Linha de Crédito (FTC) recomenda que você verifique periodicamente. As informações das vítimas algumas vezes são mantidas para uso pessoal ou divididas por um grupo de ladrões em diversas ocasiões. Verificando sempre o seu crédito pode ajudá-lo a achar o problema e solucioná-lo rapidamente.

Se você achar alguma atividade suspeita no seu crédito ou tenha alguma razão para acreditar que sua informação pessoal está sendo usada indevidamente vá a uma delegacia mais próxima e faça um boletim de ocorrência. Providencie uma cópia do seu crédito: muitos credores precisam da informação que contém no seu crédito para inocentá-lo de débitos fraudulentos. Você também deve registrar uma reclamação com a FTC no site [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) ou ligar no telefone 1-877-ID-THEFT (877-438-4338). Sua reclamação será adicionada ao FTC Theft Data Clearinghouse onde poderá ser acessada pelos órgãos de polícia para investigação.

Você pode encontrar mais informações no Guia da FTC Take Charge: Fighting Back Against Identity Theft (Tome uma atitude :Lutando Contra o Roubo de Identidade) para ajudá-lo no site <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.pdf>

Atenciosamente,  
Geoff Gray Corporation