

BakerHostetler

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AUG 28 2017

CONSUMER PROTECTION

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August 25, 2017

Via Overnight Mail

Joseph Foster
Office of the Attorney General
33 Capitol St
Concord, NH 03301

Re: Incident Notification

Dear Attorney General Foster:

We are writing on behalf of our client, GT Distributors, Inc., to notify you of a security incident involving payment card information for New Hampshire residents.

On July 28, 2017, GT Distributors learned that an unauthorized third party may have obtained access to the servers that operate its e-commerce website, www.gtdist.com. GT Distributors quickly began an investigation and hired a leading computer security firm to assist. Findings from the investigation show that an unauthorized third party installed code that was designed to capture information as it was being entered on the site during the checkout process for orders placed or attempted to be placed from May 16, 2017 to July 10, 2017. The information that may have been affected includes customer's name, address, phone number, email address, payment card number, expiration date and security code (CVV).

Commencing today, GT Distributors is sending written notification via U.S. regular mail to 2 New Hampshire residents in accordance with N.H. Rev. Stat. Ann. § 359-C:20 in substantially the same form as the attached letter. Notice is being provided as expeditiously as practicable and without unreasonable delay.

GT Distributors has established a dedicated call center that potentially affected individuals can contact with questions. GT Distributors is also recommending that potentially affected individuals remain vigilant to the possibility of fraud by reviewing their account statements and credit reports for unauthorized activity.

Atlanta Chicago Cincinnati Cleveland Columbus Costa Mesa Denver
Houston Los Angeles New York Orlando Philadelphia Seattle Washington, DC

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GT Distributors has been working closely with the computer security firm to confirm that the malware has been eradicated and evaluate ways to further strengthen the security of the website to help prevent this from happening in the future.

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

A handwritten signature in blue ink that reads "R. L. Gainer". The signature is written in a cursive style with a large, stylized "R" and "G".

Randal L. Gainer
Partner

Enclosure



c/o GCG
P.O. Box 9349
Dublin, Ohio 43017-4249

SMP1000002



8/25/2017

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

Dear Sample Customer,

At GT Distributors, Inc., we value the relationship we have with our customers and understand the importance of protecting payment card information. We are writing to inform you about an incident that may involve some of that information.

On July 28, 2017, we learned that an unauthorized third party may have obtained access to the servers that operate our e-commerce website, www.gtdist.com. We quickly began an investigation and hired a leading computer security firm to assist. Findings from the investigation show that an unauthorized third party installed code that was designed to capture information as it was being entered on the site during the checkout process for orders placed from May 16, 2017 to July 10, 2017. The information that may have been affected includes customer's name, address, phone number, email address, payment card number, expiration date and security code (CVV). You are being notified because you placed or attempted to place an order through our website using the payment card(s) ending in ##### during this time period.

We have stopped the incident, removed the unauthorized code, and are taking steps to further strengthen the security of our website to help prevent this from happening in the future. We encourage you to remain vigilant to the possibility of fraud and identity theft by reviewing your financial statements for any unauthorized activity. You should immediately report any unauthorized charges to your financial institution because the major credit card companies have rules that restrict them from requiring you to pay for fraudulent charges that are timely reported. The phone number to call is usually on the back of your payment card. You should also review the additional information on the following page on ways to protect yourself.

We apologize for any inconvenience or concern this may cause. If you have questions, please call 1- (844) 402-8571, Monday through Friday, from 9 a.m. to 5 p.m. ET.

Sincerely,

Tim R. Brown
CEO

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

We recommend that you remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

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