



February 21, 2012

New Hampshire Department of Justice
Office of Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Database Security Error Pursuant to New Hampshire Revised Statutes,
Section 359-C:20

To Whom It May Concern:

Please allow this letter to serve as notice by Hagerty Insurance Agency, LLC of an database security error pursuant to New Hampshire Revised Statutes, Section 359-C:20.

A recent change to our web site (www.hagerty.com) may have unintentionally permitted temporary, read only access to a limited amount of New Hampshire consumers' personal information. The information potentially viewed included the consumer's name, address, driver's license number, policy number, email address, phone number, and date of birth.

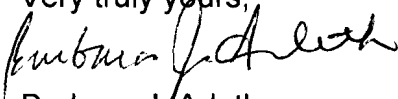
On Tuesday February 14th, at approximately 4:30 PM, changes were inadvertently made to our policy management web site. Due to human error, our internal implementation procedures were not followed, the result being that changes were made to a production machine (the client-facing policy management web site) without first being tested in a private, development environment. These changes, involving how data is stored in memory, potentially exposed information associated with one client to other Hagerty clients who were logged into the policy management web site at the same time. Our site contains embedded navigation, removing the need to use the browser's "back" and "forward" buttons, so that clients who used the site's internal navigation were not impacted. However, a small percentage of site users utilized their browser's "back" and "forward" buttons, causing that client to potentially view information associated with another Hagerty client's policy. This was an internal, human error and was not an attack from an outside threat. Therefore, Hagerty has not filed a police report. There is no evidence an unauthorized individual has actually retrieved or is using any client data.

The problem was discovered mid-day on February 15th when a client called Hagerty's call center to report the issue, and the problem was corrected by 2:30 PM that afternoon. After investigation, we have found that four (4) New Hampshire residents were logged on during this timeframe and could potentially have been impacted by this issue.

We have notified each of the potentially affected New Hampshire residents of the web site error. A copy of the notice is enclosed.

In order to prevent this situation in the future, we are reinforcing the importance of following our internal policies and procedures.

Very truly yours,



Barbara J. Arleth
Compliance Manager & Associate Counsel

Enclosure



February 18, 2012

Dear Hagerty Client:

Hagerty is writing to inform you of a recent web site error that may have involved some of your account data. A change to our web site (www.hagerty.com) may have unintentionally permitted temporary, read only access to a limited amount of your account data. This was an internal error on Hagerty's policy management web site that occurred between February 14 and February 15, 2012. You are receiving this notice because you may have logged into Hagerty's policy management system during this time. The account data potentially viewed included your name, address, driver's license number, Hagerty policy number, email address, phone number, and date of birth. **We do not store financial information, so your credit card data and other payment information was not accessed.**

This was not an attack by an outside threat and there is no evidence an unauthorized individual has actually retrieved or is using your personal data. Although it is highly unlikely that your personal data has been viewed or will be misused, we are contacting you in the abundance of caution so you may take action to help prevent potential harm.

Since your driver's license number may have been involved the following steps may be taken to ensure your information is protected:

- Contact your state's DMV Fraud Hotline to report this incident; and/or
- Place a fraud alert at one of the credit reporting agencies listed below. Doing so will automatically place the alert with all three agencies. You will receive letters confirming the fraud alert and letting you know how to get a free copy of your credit report from each.

Equifax

Consumer Fraud Division
Phone: 800-525-6285
P.O. Box 740241
Atlanta, GA 30374-0241

Experian

National Consumer
Assistance
Phone: 888-397-3742

P.O. Box 2104
Allen, TX 75013

TransUnion

Fraud Victim Assistance
Phone: 800-680-7289
P.O. Box 6790
Fullerton, CA 92634-
6790

Each of the agencies above will provide helpful information regarding what to do in the unlikely event you should suspect fraud after receiving your credit reports. Even if you do not find any signs of fraud on your reports, the Federal Trade Commission (FTC) recommends that you monitor your credit reports periodically. More information relating to preventing identity theft is available from the Federal Trade Commission:



P.O. Box 87, Traverse City, MI 49685-0087 • P: 800-922-4050 • F: 231-941-8227 • WWW.HAGERTY.COM

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-ID-THEFT
www.ftc.gov

We sincerely apologize for any inconvenience this may have caused you. Hagerty is committed to the highest standards of data security and is taking every precaution to ensure this doesn't happen again. Should you have further questions about this matter, please contact us at 800-922-4050.

Sincerely,

Hagerty's Client Experience Team