



IAP Worldwide Services, Inc.  
7315 N. Atlantic Avenue  
Cape Canaveral, FL 32920

Office of the Attorney General  
State of New Hampshire  
33 Capitol Street  
Concord, NH 03301

September 9, 2016

Re: Supplement to Legal Notice of Information Security Breach Pursuant to N.H. Rev. Stat. Ann. § 359-C:19

To Whom It May Concern:

In accordance with the above-referenced provision of New Hampshire law, this correspondence is to inform you that IAP identified 3 additional New Hampshire residents who were potentially affected by the information security incident previously reported to you on July 14, 2016. Thus, in total, has identified 7 New Hampshire residents potentially affected by this incident to date

As previously described, this incident arises from an unknown third party obtaining unauthorized access to an IAP information system that stores personal information. In late May 2016, IAP detected unauthorized access to its information technology network and immediately began an investigation. On June 14, 2016, IAP identified that personal information was stored on a specific system affected by this incident that belonged to Readiness Management Support (RMS), IAP's wholly-owned subsidiary. IAP later identified affected individuals whose personal information may have been stored on that system and accessed by an unauthorized person.

The information disclosed may have included, among other items, affected individuals' name, address, Social Security number, date of birth, passport information, bank account information, medical information (though not medical information that was held by a HIPAA-covered entity), driver's license, and/or other government-issued ID. Although IAP continues to investigate this incident, there is currently no indication that any payment card information was disclosed or that additional types of information may have been disclosed.

Upon learning of this incident, IAP took immediate steps to investigate the incident, identify affected individuals, and mitigate risks posed by the incident. IAP provided a written communication from its Vice President of Human Resources, Communications, and Corporate Services to current employees on July 13, 2016, sent a letter by first-class mail on July 14, 2016 to all affected individuals that IAP could identify at that time, and will send a letter by first-class mail on September 12, 2016 to all newly-identified affected individuals. IAP has also:

- engaged a forensic analysis firm to investigate the unauthorized access;
- notified and cooperated with federal law enforcement;

- enhanced its network security in response to the incident, including increasing IAP's capabilities to monitor and detect this type of anomalous activity;
- engaged AllClear ID to provide each affected individual with twenty-four (24) months of free credit monitoring, identify-theft insurance, identity theft counseling, and other services;
- established an email address and provided a toll-free number for additional questions from affected individuals; and
- provided additional guidance on placing a fraud alerts and similar measures to avoid identity theft.

Enclosed is a copy of the letter that will be mailed to all newly-identified potentially affected individuals. The letter includes (1) a description of the incident and the type of personal information at issue; (2) the actions taken by IAP to protect personal information from further unauthorized access; (3) IAP's address and a toll-free phone number to call for further information and assistance; (4) information on how the individual may enroll in free credit monitoring and other services paid for and arranged by IAP; (5) information about how to place a fraud alert or security freeze on a credit report; (6) the toll-free numbers and addresses for the major consumer reporting agencies; (7) the toll-free number, address, and website for the Federal Trade Commission, and a statement that individuals can obtain information on identity theft from this source; and (8) advice that directs the individual to remain vigilant by reviewing account statements and monitoring free credit reports.

If you have any questions or need further information regarding this incident, please do not hesitate to contact me.

Sincerely,



Rochelle L. Cooper  
Senior Vice President & General Counsel  
IAP Worldwide Services, Inc.  
7315 North Atlantic Avenue, Cape Canaveral, FL 32920

ENCLOSURE