

April 12, 2011

VIA U.S. MAIL

Office of the Attorney General
Consumer Protection Bureau
Attn: James Boffetti
33 Capitol Street
Concord, NH 03301

Dear Mr. Bofetti:

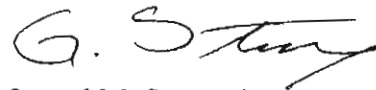
We are writing to inform you that we will be sending notice to 1 New Hampshire address advising him that we recently discovered a very small number of our computers used to process customer orders were infected by a previously unknown virus which may have compromised a small number of payment transactions. The affected information included credit card numbers and related information collected to process transactions.

We have contacted and are working with federal law enforcement. The affected machines were immediately locked down and our security teams continue to investigate and remediate the situation. We have no evidence or reason to believe that any of the affected information has been misused. To assist your resident with his efforts to protect himself, we have arranged to make credit monitoring and related identity theft prevention and detection services available to him at no cost.

The notice, which is attached, was sent via UPS to the affected New Hampshire resident on April 12, 2011. Please call me if you have any questions.

Sincerely,

WILSON SONSINI GOODRICH & ROSATI
Professional Corporation



Gerard M. Stegmaier

WLD

Enclosure

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5711 S.86th Circle
Omaha, NE 68127
Office 402.593.4500
Fax: 402.537.37833
www.infogroup.com

April 12, 2011

[NAME]
[ADDRESS]

We write to inform you that very recently we detected a security incident that appears to have resulted in the theft of the credit card number and related information you have provided to us in connection with the use of our services. Our investigation into the incident is on-going but we wanted to contact you immediately.

We have no evidence that this information has been misused. However, because you are in a position to further protect against misuse of your personal information, we wanted to inform you of the situation and encourage you to take steps you deem appropriate to help protect your personal information from misuse. To assist you with these efforts, we have arranged to make credit monitoring available to you at no cost, which is explained in detail below.

Notify Your Card Issuer

Because the credit card number you provided could have been accessed, we recommend that you check your credit card statement for the card used at Infogroup carefully for fraudulent charges and call the credit card company to let them know your account may have been compromised. You may want to close the affected account and open a new account. If you do so, ask the card company to give you a PIN or password. This will help control access to the account.

ProtectMyID.com[®] Credit Monitoring – Adults Only

We have engaged ConsumerInfo.com, Inc., an Experian[®] company, to offer each affected adult one year of a credit monitoring product known as ProtectMyID.com, at no cost to you. Should you elect to enroll in ProtectMyID.com, Experian will begin to monitor your credit reports from Experian, Equifax[®] and TransUnion[®] on a daily basis and notify you of key changes, which will enable you to identify potential fraudulent activity, if any. More specifically, your complimentary 12-month ProtectMyID.com membership includes:

- **Credit Report Monitoring:** Daily monitoring and timely alerts of any key changes to your credit reports—so you know when there is any activity that you should be made aware of such as notification of new inquiries, newly opened accounts, delinquencies, public records or address changes
- **Internet Scanning:** Daily scanning of the internet of your social security, credit card, and debit card information to better protect you from potential fraud
- **1-Bureau credit report:** Receive a free copy of your Experian credit report upon sign up.

- **Access to our Fraud Resolution Agents:** Qualified, experienced, knowledgeable agents who will help investigate identity theft incidents. If you suspect your identity has been compromised, call ProtectMyID.com's Fraud Resolution Agents immediately so they can work with you to resolve the situation. You'll be assigned a dedicated agent to work with you in addressing your concerns.
- **Lost Wallet Protection:** If your wallet is lost or stolen, we help you notify your creditors to get new cards.
- **\$1 Million Insurance Policy:-** if you become a victim of identity theft while a member, you may be reimbursed up to \$1 million for costs such as lost wages, private investigator fees, and unauthorized electronic fund transfers.*

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

To activate your complimentary one year membership in ProtectMyID from Experian, visit the website listed below and enter your individual activation code. If you prefer, you can enroll on the phone by speaking with Experian Customer Care representatives toll-free at (877) 441-6943. Each adult will need to use a separate activation code.

**ProtectMyID Web Site: <http://www.protectmyid.com/enroll>
Your Activation Code: «Activation_Code»
You Must Enroll By: July 31, 2011**

How You Can Protect Yourself:

To assist you in protecting yourself, with this letter we provide general information which may be useful to you in analyzing what precautionary steps you may want to take.

Although we have no evidence that your information has been misused, access to personal information by others is increasingly of public concern and below are a few sites which contain useful information for consumers.

www.privacy.ca.gov
www.ftc.gov/bcp/edu/microsites/idtheft/

The law entitles you to receive a free copy of your credit report annually from each of the three major credit reporting bureaus. If you enroll in the ProtectMyID.com service being offered, you will have access to this information. Even if you decide not to do so, we recommend that you consider a review of your credit report from each of the three major credit reporting agencies: Experian, Equifax, and Transunion (contact information provided below). When you receive your credit report, review it carefully. You should notify the credit bureaus of any inaccuracies in your report as soon as possible so the information can be investigated and, if found to be in error, corrected. If you discover unauthorized accounts or charges on your credit reports, you should immediately notify the appropriate credit bureau by telephone and in writing. If you find

suspicious activity on your credit reports or have reason to believe your information is being misused, notify local law enforcement and file a police report. You should obtain a copy of the police report as many creditors require the information it contains before they will absolve you of the fraudulent debts.

EXPERIAN
P.O. Box 2002
Allen, TX 75013
(888) 397-3742

EQUIFAX
P.O. Box 740241
Atlanta, GA 30374
(800) 685-1111

TRANSUNION
P.O. Box 2000
Chester, PA 19022
(800) 916-8800

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission recommends that you check your credit reports periodically. Monitoring your credit reports is one of the best ways you can protect yourself.

Infogroup takes your privacy and the protection of your personal information very seriously. Infogroup has taken additional steps to strengthen its protection of the personal information which it maintains, and will continue to closely monitor and take further steps as appropriate to safeguard such information. We sincerely regret any inconvenience that this situation may cause you, and assure you that Infogroup has been and will continue to be vigilant in the protection of your personal information. We encourage you to take advantage of the ProtectMyID.com benefit the company is offering to you at no expense.

If you are a resident of North Carolina or Maryland please see the following page for additional information that may be applicable to you.

Should you have any questions about this matter, please contact 866-334-8720 and we will address any questions or concerns you may have.

Sincerely,

John Copenhaver
President, Small Business Group

Special Notice For North Carolina Residents

The North Carolina Attorney General's Office and the Federal Trade Commission (FTC) can provide you with information about steps which you can take to avoid identity theft and may be contacted at:

Consumer Protection	The Federal Trade Commission
North Carolina Attorney General	600 Pennsylvania Avenue, NW
Mail Service Center 9001	Washington, DC 20580
Raleigh, North Carolina 27699	(877) 438-4338
(919) 716-6400 (877) 566-7226 toll free	ftc.gov
http://www.ncdoj.com	

Special Notice For Maryland Residents

The Maryland Attorney General's Office and the Federal Trade Commission (FTC) can provide you with information about steps which you can take to avoid identity theft and may be contacted at:

Maryland Attorney General Douglas F. Gansler	The Federal Trade Commission
200 St. Paul Place	600 Pennsylvania Avenue, NW
Baltimore, MD 21202	Washington, DC 20580
(410) 576-6300 1 (888) 743-0023 toll-free	(877) 438-4338
TDD: (410) 576-6372	ftc.gov
http://www.oag.state.md.us/	

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