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OCT 26 2017

CONSUMER PROTECTION

October 24, 2017

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

Re: Notice of Data Breach Incident

To the Office of the Attorney General,

Memory4Less is writing to notify you of a data security incident that may have exposed the personal information of two (2) New Hampshire residents. Notice of this data breach is being provided to the affected New Hampshire residents concurrent with this notice, by mail on October 24, 2017.

What happened?

Memory4Less recently learned of an unauthorized intrusion into its computer network. Our investigation revealed that between November 2016 and September 2017, an intruder installed malicious software onto our network which led to the compromise of some of our customers' personal information. Law enforcement officials have been informed of this incident and we have taken the necessary steps to secure our network to help prevent this issue from occurring again.

What information was involved?

The personal information that was compromised includes the name, e-mail address, credit card number that was used to purchase Memory4Less products, billing address, shipping address, and FedEx/UPS account number (if a shipping account number was provided to Memory4Less).

What are we doing?

We retained an expert cybersecurity firm, Kroll, to investigate this incident, to identify the source of the intrusion, and to fix the problem. As a result of our investigation, we have identified the source of the breach and corrected this vulnerability to our network.

To help relieve concerns and restore confidence following this incident, Kroll is providing identity monitoring at no cost to affected persons for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data. The offered identity monitoring services include Credit Monitoring, Fraud Consultation, and Identity Theft Restoration.

For more information.

If you have questions or require additional information, please contact our legal counsel, Stephen R. Cook of Brown Rudnick, LLP, at 949-752-7100.

Sincerely,

Faisal Ismail
Chief Executive Officer
Memory4Less