

METHODIST THEOLOGICAL SCHOOL

IN OHIO

November 10, 2010

Office of the New Hampshire Attorney General
Consumer Protection & Antitrust Bureau
33 Capitol Street
Concord, NH 03301

Re: Legal Notice of Information Security Breach

Dear Sirs or Madams:

I write on behalf of the Methodist Theological School in Ohio ("MTSO") to inform you of an information security breach, which affected approximately one (1) New Hampshire resident.

On October 13, 2010, a laptop computer belonging to a MTSO staff member was stolen from a locked off-campus site. The computer contained personally identifiable information of some individuals with a connection to MTSO. MTSO became aware of the theft on or about October 15, 2010. The kind of personal information involved is not the same for each individual, but may include the following: name, address, letter grades from completed courses, Social Security number, date of birth, and record of payments received. No financial account information (such as credit card or bank account numbers) was stored on this computer.

MTSO immediately took action to contact law enforcement officials in an attempt to recover the laptop, and to engage in a comprehensive investigation and analysis regarding the kind of information on the laptop, how it might be accessed, and the consequences of it being accessed. At the same time, MTSO staff members and IT professionals conducted an internal investigation, which included numerous interviews of the MTSO personnel most familiar with the details of the information on the laptop. The goal of these interviews and reviews was to secure a detailed understanding of the nature of the personal information on the laptop and the likelihood of it being accessed if an attempt were made.

We have precautions in place to help prevent unauthorized individuals from accessing personal information on laptops. MTSO has trained employees not to respond to outside requests for non-directory information about students. In addition, MTSO is working to strengthen its practices for safeguarding sensitive data.

All indications are that this was a random act of theft, and that the information contained on the computer was not the target of the theft. At this time MTSO has no reason to believe that any personal information has been or will be accessed or misused. Nonetheless, as a precaution, MTSO will notify all affected individuals via written letter to each through first class mail, and will offer them the opportunity to enroll in a free credit monitoring service for one year. These notifications began mailing

on November 11, 2010. A copy of the form of notice being sent to impacted individuals is attached for your reference.

If you have any questions or need further information regarding this incident, please contact me at

Sincerely,

A handwritten signature in blue ink, appearing to read "Jonathan D. Jump". The signature is fluid and cursive, with a large, stylized initial "J" at the end.

Jonathan D. Jump, Vice President for Administrative Services
Methodist Theological School in Ohio
3081 Columbus Pike
Delaware, OH 43015

Enclosure

LETTERHEAD

DATE

NAME

ADDRESS

ADDRESS

ADDRESS

Dear NAME:

We are writing to inform you that, on October 13, 2010, a laptop computer belonging to a staff member of the Methodist Theological School of Ohio (MTSO) was stolen from a locked off-campus site. The computer contained personally identifiable information of some individuals with a connection to MTSO. MTSO became aware of the theft on or about October 15, 2010. You have been identified as one of the individuals whose information was on this computer. The kind of personal information involved is not the same for each individual, but may include the following: name, address, letter grades from completed courses, Social Security number, date of birth, and record of payments received. No financial account information (such as credit card or bank account numbers) was stored on this computer.

MTSO immediately took action to contact law enforcement officials in an attempt to recover the laptop, and to engage in a comprehensive investigation and analysis regarding the kind of information on the laptop, how it might be accessed, and the consequences of it being accessed. At the same time, MTSO staff members and IT professionals conducted an internal investigation, which included numerous interviews of the MTSO personnel most familiar with the details of the information on the laptop. The goal of these interviews and reviews was to secure a detailed understanding of the nature of the personal information on the laptop and the likelihood of it being accessed if an attempt were made.

All indications are that this was a random act of theft, and that the information contained on the computer was not the target of the theft. We currently have no indication the data on the computer has been used, improperly or otherwise.

Nonetheless, out of an abundance of caution, MTSO wants to make you aware of the steps you should take steps to protect yourself from identity theft. Please carefully review the information on the attachment entitled "Information about Identity Theft Protection."

In addition, in order to help you detect the possible misuse of your information, we are providing you with a free one-year membership in Triple AlertSM from ConsumerInfo.com, Inc. an Experian[®] company to provide you with credit monitoring capabilities and assistance in identity theft protection including identity theft insurance.* Triple Alert is completely free and enrolling in this program will not hurt your credit score.

First step: activate your complete credit monitoring product from Experian.

To activate your complimentary one year membership in Triple Alert 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 (866) 252-0121.

* Insurance coverage is not available in US overseas Commonwealth or Territories (i.e. Puerto Rico).

**Triple Alert Web Site: <http://partner.consumerinfo.com/triple>
Your Activation Code: [Activation Code]
You Must Enroll By: February 10, 2011**

As soon as you enroll in your complimentary Triple Alert membership, Experian will begin to monitor your credit reports from Experian, Equifax® and TransUnion® on a daily basis and notify you of key changes. This tool will help you identify potentially fraudulent use of your information, and provide you with immediate assistance from a dedicated team of fraud resolution representatives should you ever need help.

Your complimentary 12-month Triple Alert membership includes:

- 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 on new inquiries, newly opened accounts, delinquencies, public records or address changes
- Toll-free access to a dedicated team of fraud resolution representatives who will help you investigate each incident; contact credit grantors to dispute charges, close accounts if need be, and compile documents; and contact all relevant government agencies
- \$25,000 in identity theft insurance coverage (\$10,000 for New York state residents) with zero deductible provided by Virginia Surety Company, Inc. for certain identity theft expenses*

**Activate your membership today for immediate protection at <http://partner.consumerinfo.com/triple>
Or call (866) 252-0121 to register with this activation code: [activation code]**

Once your enrollment in Triple Alert is complete, you should carefully review your credit reports for potentially inaccurate or suspicious items. If you have questions about Triple Alert, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care at (866) 252-0121.

Enclosed with this letter is a copy of the MTSO Student Records Policy, which explains your rights under the Family Educational Rights and Privacy Act of 1974 (FERPA). MTSO has already notified the Family Policy Compliance Office at the U.S. Department of Education of this potential disclosure of non-directory information.

Please be assured that we take the protection of your personal information very seriously. We deeply regret the circumstances that have led to the potential disclosure of confidential information. We have precautions in place to help prevent unauthorized individuals from accessing personal information on laptops. MTSO has trained employees not to respond to outside requests for non-directory information about students. In addition, MTSO is working to strengthen its practices for safeguarding sensitive data.

Because there is an ongoing investigation, we are not at liberty to share additional details about the theft that led to this situation. However, if you have further questions about your own information, please call the MTSO Data Hotline at 740-362-3128.

Sincerely,

Jonathan D. Jump
Vice President for Administrative Services

* Insurance coverage is not available in US overseas Commonwealth or Territories (i.e. Puerto Rico).

Information about Identity Theft Protection

Even if you do not feel the need to register for the credit monitoring service, we recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below.

Equifax
P.O. Box 740241
Atlanta, GA 30374-0241
800-685-1111
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 6790
Fullerton, CA 92834-6790
800-916-8800
www.transunion.com

When you receive your credit reports, look them over carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. And look for personal information, such as home address and Social Security number, that is not accurate. If you see anything you do not understand, call the credit agency at the telephone number on the report. If you do find suspicious activity on your credit reports, call your local police or sheriff's office and file a police report of identity theft. Get a copy of the police report. You may need to give copies of the police report to creditors to clear up your records.

We recommend you remain vigilant with respect to reviewing your account statements and credit reports, and promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding identity theft.

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

For residents of Maryland: You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General:

Maryland Office of the Attorney General, Consumer Protection Division
200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, www.oag.state.md.us

For residents of North Carolina: You may also obtain information about preventing and avoiding identity theft from North Carolina Attorney General's Office:

North Carolina Attorney General's Office, Consumer Protection Division
9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, www.ncdoj.gov

* Insurance coverage is not available in US overseas Commonwealth or Territories (i.e. Puerto Rico).

Fraud Alerts: There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed below:

Equifax
P.O. Box 740241
Atlanta, GA 30374-0241
877-478-7625
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834-6790
800-680-7289
www.transunion.com

Credit Freezes: You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information.

Equifax
P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
www.experian.com

TransUnion
Fraud Victim Assistance Division
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

* Insurance coverage is not available in US overseas Commonwealth or Territories (i.e. Puerto Rico).