

RECEIVED

Brandon P. Reilly
Manatt, Phelps & Phillips, LLP
Direct Dial: (714) 338-2701
E-mail: BReilly@manatt.com

MAR 11 2019

CONSUMER PROTECTION

March 8, 2019

Client-Matter: 40240-621

BY EXPRESS MAIL

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

To the Office of the Attorney General:

We are writing to notify you that as a result of potential access by an unauthorized third party, personal information of 32 customers of OnCourse Learning Corporation (“OCL”), a predecessor-in-interest to Relias LLC (“Relias”) with addresses in New Hampshire may have been accessed. The potential incident was limited to the time period between approximately June 11, 2018 and February 26, 2019.

The personal information that was involved in the incident may have included names; addresses; telephone numbers; e-mail addresses; payment card information including card number, expiration date, and 3-digit security code; and the customer ID and password for the customer’s online account with us.

Relias takes this matter very seriously and apologizes for any inconvenience caused. Upon learning of the incident, Relias took immediate measures to contain and neutralize the vulnerability and immediately began a forensic investigation to determine the extent of the third party criminal conduct. Relias has also deployed, and will continue to deploy, additional security procedures to prevent future attacks.

We have attached an anonymized draft of the notice letter to be sent by mail on March 8, 2019 to the individuals with addresses in New Hampshire who may have had personal information compromised as a result of this incident.

manatt
manatt | phelps | phillips

Office of the Attorney General
March 8, 2019
Page 2

Best regards,

A handwritten signature in black ink, appearing to read 'BR' followed by a long horizontal stroke.

Brandon P. Reilly
Counsel for Relias LLC

cc: Relias LLC



JOHN Q. SAMPLE
1234 MAIN STREET
ANYTOWN US 12345-6789

March 8, 2019

NOTICE OF DATA BREACH

Dear John Sample:

We are writing to notify you that as a result of an incident by an unauthorized third party, your personal information may have been compromised.

What Happened

Specifically, we have learned that an unauthorized third party may have obtained access to the personal information of our customers. The incident was limited to the time period between approximately June 11, 2018 and February 4, 2019.

What Information Was Involved

The personal information that was involved in the incident may have included names; addresses; telephone numbers; e-mail addresses; payment card information including card number, expiration date, and 3-digit security code; and the customer ID and password for your online account with us.

What We Are Doing

We take this matter very seriously and apologize for any inconvenience caused. Upon learning of the incident, we immediately began a forensic investigation to determine the extent of the criminal conduct. We have also deployed, and will continue to deploy, additional security procedures to prevent future attacks.

What You Can Do

In an abundance of caution, we are offering you identity theft prevention and mitigation services at no cost for a period of 12 months. The following identity protection services start on the date of this notice and you can use them at any time during the next 12 months.

AllClear Identity Repair: This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-855-260-2772 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.



AllClear Fraud Alerts with Credit Monitoring: This service offers the ability to set, renew, and remove 1-year fraud alerts on your credit file to help protect you from credit fraud. In addition, it provides credit monitoring services, a once annual credit score and credit report, and a \$1 million identity theft insurance policy. To enroll in this service, you will need to provide your personal information to AllClear ID. You may sign up online at enroll.allclearid.com or by phone by calling 1-855-260-2772 using the following redemption code: Redemption Code.

Please note: Following enrollment, additional steps are required by you in order to activate your phone alerts and fraud alerts, and to pull your credit score and credit file. Additional steps may also be required in order to activate your monitoring options.

There are certain other steps you can take to protect against potential fraudulent activity. You should promptly change the password that is attached to your online account with us. Also, you are entitled to obtain a copy of your credit report, free of charge. A credit report contains information about your credit history and the status of your credit accounts. Your credit report could alert you to fraudulent activity being carried on in your name by an identity thief. Please remain vigilant for incidents of fraud and identity theft by reviewing all of your account statements and monitoring your free credit reports by contacting any one of the national consumer reporting agencies set forth below.

The agencies can also provide you with information on how to place a fraud alert or security freeze on your account. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. In order to request a security freeze, you will need to provide the following information: Full name, social security number, date of birth, addresses of residence for the past five years, proof of current address, legible photocopy of a government-issued identification card, and copy of police report or other law enforcement complaint or report (if the victim of identity theft). You can obtain information from the following agencies about fraud alerts and security freezes.

Equifax P.O. Box 740241 Atlanta, GA 30374 1-800-525-6285 www.equifax.com	Experian P.O. Box 2002 Allen, TX 75013 1-888-397-3742 www.experian.com	TransUnion P.O. Box 2000 Chester, PA 19016-2000 1-800-680-7289 www.transunion.com	Federal Trade Commission 600 Pennsylvania Ave. NW Washington, D.C. 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/idtheft
--	---	--	---

For More Information

We have established a confidential assistance line so you can contact us should you have any questions regarding the incident or the contents of this letter. This confidential assistance line is staffed with professionals familiar with this incident and is operational Monday through Friday, 9:00 a.m. to 9:00 p.m. EST. Please call, toll-free, 1-855-260-2772.

Other Important Information

RESIDENTS OF IOWA: State law advises you to report any suspected incidents of identity theft to local law enforcement or the attorney general.

RESIDENTS OF MARYLAND: You can obtain information from the Federal Trade Commission and the Office of the Attorney General about steps you can take to avoid identity theft.

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

Federal Trade Commission
600 Pennsylvania Ave. NW
Washington, D.C. 20580
202-326-2222
www.ftc.gov

RESIDENTS OF NEW MEXICO: You have rights pursuant to the Fair Credit Reporting Act in order to ensure the accuracy, fairness, and privacy of the information contained in your credit report.

RESIDENTS OF NORTH CAROLINA: You can obtain information from the North Carolina Office of the Attorney General and the Federal Trade Commission about preventing identity theft.

North Carolina Office of the Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.gov

Federal Trade Commission
600 Pennsylvania Ave. NW
Washington, D.C. 20580
202-326-2222
www.ftc.gov

RESIDENTS OF OREGON: State law advises you to report any suspected identity theft to law enforcement, including the Attorney General and the Federal Trade Commission.

We remain committed to protecting your personal information. We again sincerely apologize for any inconvenience caused by this incident. We are undertaking measures to further secure your personal information, and are continuously monitoring our processes to prevent similar incidents in the future.

Sincerely,

OnCourse Learning Corporation

