

January 21, 2015

Attorney General Joseph Foster
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

We are writing to notify you of a breach of security involving six New Hampshire residents.

The breach of security occurred on January 4, 2015 when the vehicle of an Operon Resource Management staff member, [REDACTED] was stolen from her residence. Locked inside [REDACTED] vehicle was a briefcase that contained personal employee records in paper form. These records included employment applications, contact information, skill and training assessments, resumes, W-4 forms containing social security numbers, and voided checks with bank account information (for direct deposit set up purposes).

There were six New Hampshire residents whose personal information was the subject of the incident. These New Hampshire residents have received a notice addressing the breach of security of their personal information. Notice was sent to each resident via mail. [REDACTED]
[REDACTED]

Upon discovery of the vehicle theft, [REDACTED] notified the [REDACTED] Police Department. The police was also notified of the briefcase and its contents. A full investigation of the theft is being performed by the [REDACTED] Police Department. The case has been referred to [REDACTED] can be reached at [REDACTED]

In response to this incident, Operon has educated all employees of the risk associated with leaving documents containing personal information in a vehicle or other area that may be subject to theft and have been advised that such documents should never be left in an unattended vehicle.

For more information concerning this incident, please contact [REDACTED]

Sincerely,



[REDACTED]
Human Resources Manager

January 16, 2015



We are writing to notify you that a breach of security of your personal information occurred on January 4, 2015.

Under New Hampshire law, you have the right to obtain any policy report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

New Hampshire law also allows consumers to place a security freeze on their credit reports. 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.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full Name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number ;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. If you are a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

If you should have any further questions, please contact Luz Burgos-Ortiz at 978-937-8887.

Sincerely,



Luz Burgos-Ortiz
Sr. On-Site Manager