



## Owner-Operator Services Incorporated

*A subsidiary of Owner-Operator Independent Drivers Association Inc.*

1 NW OOIDA Drive • P O Box 1000

Grain Valley, Missouri 64029

Tel: (800) 715-9369 • (816) 229-5791

Fax: (816) 427-4467 • (816) 427-4469 • (816) 229-5370

e-mail: [ooida@ooida.com](mailto:ooida@ooida.com) • web site: [www.ooida.com](http://www.ooida.com)

June 19, 2012

New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 03301

New Hampshire Insurance Department  
21 South Fruit Street, Suite 14  
Concord, NH 03301

To whom this may concern:

The Owner-Operator Independent Drivers Association and its affiliate company Owner-Operator Services Incorporated has recently been made aware of a security breach affecting some of our members/customers residing in New Hampshire that occurred between January 15, 2012 and May 8, 2012. This breach may have allowed access to certain personal information including customers' full name, credit and/or debit card numbers, credit and/or debit card expiration dates, telephone numbers, e-mail addresses, date of births and credit and/or debit card service codes.

The security breach occurred when an unauthorized individual gained access to some coded online forms stored on a remote server housed with a third-party internet service provider. This individual then changed certain information on the forms which caused the forms to be sent to this individual as a blind copy email.

On June 13 the enclosed letter was sent to 4 individuals who reside in New Hampshire who may have had their personal information compromised in this breach. Each of the 3 major credit reporting agencies have also been contacted and notified of the security breach. The breach has been reported to the Grain Valley Police Department as well.

For additional information please contact me at:

Rod Nofziger  
Owner-Operator Independent Drivers Association  
PO Box 1000  
1 NW OOIDA Drive  
Grain Valley, MO 64029

(816) 229-5791  
[Rod\\_Nofziger@ooida.com](mailto:Rod_Nofziger@ooida.com)

Thank you,

Rod Nofziger  
Chief of Staff/Special Assistant to the President



## Owner-Operator Independent Drivers Association Inc.

**National Headquarters:** OOIDA Building • I-70 at Grain Valley Exit  
1 NW OOIDA Drive • P O Box 1000 • Grain Valley, Missouri 64029  
Tel: (816) 229-5791 • Fax: (816) 229-0518  
e-mail: [ooida@ooida.com](mailto:ooida@ooida.com) • web site: [www.ooida.com](http://www.ooida.com)

June 13, 2012

Dear Member,

Thank you for your continued support of OOIDA. You are a valued member of the OOIDA family and we strive to ensure you get top notch service and are kept up-to-date on matters that are important to our industry and your business. As part of our effort to provide the best service possible, we provide members (and future members) with the opportunity to join our family online and to make payments online.

Unfortunately, with this online service there is an inherent risk that unscrupulous persons will attempt to gain access to your personal information. We have recently been made aware of a security breach affecting our internet service that occurred between January 15, 2012 and May 8, 2012. This breach may have allowed access to certain personal information including your name, your credit and/or debit card information, your e-mail address and your date of birth.

The security breach occurred when an unauthorized individual gained access to certain coded forms stored on a remote server housed with a third-party internet service provider. This individual then changed certain information on the forms which caused the forms to be sent to this individual as a blind copy email.

When we discovered the breach we immediately informed our internet service provider and took the necessary steps to prevent this from happening in the future. Along with our internet service provider we are attempting to identify who hacked the system, however the likelihood of discovering the identity of that individual is remote.

We know how important your personal information is to you and have thoroughly investigated what took place and have taken, and are continuing to take, appropriate action to prevent this type of incident from happening again. In addition to working with our internet service provider, we have tightened our in-house security protocol and further encrypted OOIDA members' personal information to guard against any future security incidents.

We understand this is a troubling development and want you to recognize that this is a serious incident. You need to remain vigilant and examine your account statements on a monthly basis for unauthorized transactions and/or suspicious account activity. You may also wish to contact the three U.S. credit reporting agencies.

---

To contact the three (3) major credit reporting agencies and request copies of your credit reports, the telephone numbers (and websites) for ordering credit reports and placing fraud alerts on the credit reports are: 1-800-685-1111 or 1-800-525-6285 (Equifax – [www.equifax.com](http://www.equifax.com)); 1-888-397-3742 (Experian – [www.experian.com](http://www.experian.com)); and 1-800-888-4213 or 1-800-680-7289 (Trans Union – [www.transunion.com](http://www.transunion.com)). You also can obtain your credit report free of charge once a year through <http://www.annualcreditreport.com>, or anytime from the credit reporting agencies if you have reason to believe that your file may contain inaccurate information due to fraud.

In addition, we strongly encourage you to review the information and guidance that is provided by the Federal Trade Commission at:

<http://www.ftc.gov/bcp/edu/microsites/idtheft/consumers/compromised.html>

The three U.S. credit reporting agencies and the FTC should have information regarding fraud alerts and security freezes should you wish to place such items on your credit file.

For further information you can contact the FTC at:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-ID-THEFT (or 877-438-4338)  
[www.ftc.gov](http://www.ftc.gov)

You are a valued member of the OOIDA family and we sincerely apologize for any inconvenience you experience due to this incident. We know how important your personal information is and strive to safeguard this information to the best of our ability. Despite our best efforts we, along with any modern company utilizing online business platforms to provide timely and professional customer service, can be targeted by and become the victim of, sophisticated and unscrupulous hackers.

Thank you for your careful attention to this matter. If you have any questions, you may contact your Membership Department at (816) 229-5791 or via email at [membership@ooida.com](mailto:membership@ooida.com). We offer our sincerest apology for the concern and inconvenience this has caused.

Sincerely,



Rod Nofziger  
Chief of Staff