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**Morgan Lewis**  
C O U N S E L O R S   A T   L A W

**Gregory T. Parks**  
Partner

**VIA FIRST CLASS MAIL**

February 3, 2012

Department of Justice  
Consumer Protection Bureau  
33 Capital Street  
Concord, NH 03301

***RE: Notice of Potential Data Breach Pursuant to NH Rev. Stat. § 359-C:20***

**To Whom It May Concern:**

I understand that you and your department are designated to receive notification under MA Chapter 93H of the event of a potential compromise of personal identifying information. This Firm represents CubeSmart Management, LLC, doing business as Patriot Self Storage in connection with a situation involving missing files containing customer lease documents. Although notification may not actually be required under the circumstances, Patriot Self Storage does intend to notify individuals whose personal information was contained in the files because they believe it is the right thing to do. Out of an abundance of caution, we are therefore providing this report to you.

Patriot Self Storage recently discovered that certain files containing customer lease documents are missing. Lease documents likely contained the names, addresses, and potentially driver's license numbers of Patriot Self Storage customers. In addition, certain lease documents may have contained social security numbers of the customer, although Patriot Self Storage has not been able to confirm that. Patriot Self Storage no longer collects social security numbers as part of its lease process, and it has not collected this information for several years.

As soon as Patriot Self Storage became aware of the missing files, it conducted a thorough search of its facility and promptly filed a police report. Local law enforcement officials are actively investigating the disappearance of the files. Although Patriot Self Storage has no indication that the information contained within the missing files has been misappropriated for the purpose of accessing or using personal information, Patriot Self Storage is sending

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Department of Justice  
Consumer Protection Bureau  
February 3, 2012  
Page 2

Morgan Lewis  
C O U N S E L O R S   A T   L A W

notification letters out to all customers whose lease documents they believe were contained in the missing files.

Further information about what Patriot Self Storage has done and what we are recommending to the customers in question can be found in the enclosed notification letter that Patriot Self Storage is sending to one (1) New Hampshire resident this week.

If you have any questions, please feel free to contact me.

Respectfully,

A handwritten signature in black ink, appearing to read "G. T. Parks", with a long horizontal flourish extending to the right.

Gregory T. Parks

Enclosures

# PATRIOT SELF STORAGE

130 Lincoln Street  
Brighton, MA 02135  
Telephone: (617) 787-4325

January 27, 2012

«Account\_Name»  
«Address\_1», «Address\_2»  
«City», «ST» «Zip»

***Re: Important Notice Concerning Your Lease Information***

«GreetingLine»

We are writing to inform you that we presently are unable to locate certain files that may contain information related to your storage contract with Patriot Self Storage. The security of your lease information is important to us and we strive to handle it with care and discretion at all times. Accordingly, we want to share with you what happened, what we are doing to protect you, and additional precautions that you can take to safeguard your personal information.

We recently discovered that certain files containing customer lease documents are missing. Your lease documents may have been in those files. Your lease documents likely contained your name, address, and potentially your driver's license number. In addition, if you provided us with your social security number, your lease files may have included your social security number, although we are not certain of that. We no longer collect social security numbers as part of our lease process, and we have not collected this information for several years. As soon as we became aware of the missing files, we conducted a thorough search of our facility and then filed a police report. Local law enforcement officials are actively investigating the disappearance of the files.

While we have no indication that the information contained within the missing files has been misappropriated for the purpose of accessing or using your personal information, there are several precautions you can take to monitor your personal information and prevent identity theft. First, a Fraud Alert can be placed on your credit file for 90 days at no cost. This alert provides added protection because it recommends that creditors contact you before opening new accounts. To place a Fraud Alert or to obtain a free copy of your credit report, please contact:

- Experian: 1-888-397-3742 or [www.experian.com](http://www.experian.com)
- Equifax: 1-800-525-6285 or [www.equifax.com](http://www.equifax.com)
- TransUnion: 1-800-680-7289 or [www.transunion.com](http://www.transunion.com)

Second, you can also receive additional information and guidance about preventing identity theft from the following resources:

- Federal Trade Commission ("FTC"): 1-877-IDTHEFT [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)
- Social Security Administration's Fraud Hotline: 1-800-269-0271

Lastly, we suggest that you regularly review your credit report and look for accounts you did not open or inquiries from creditors you did not initiate. Also look for personal information, such as

your home address or Social Security number, that is not accurate. If you suspect inappropriate activity, we suggest you contact the FTC at the number listed above as well as local law enforcement.

We have also enclosed an Identity Theft Resource Guide that provides additional information about protecting yourself against identity theft.

We are committed to protecting our customers' information and deeply apologize for any inconvenience or concern this incident may cause you. Please be aware that we have already begun implementing new security procedures to prevent this type of situation from happening again.

Thank you for your patience and cooperation. Please contact us at (518) 312-1113 if you have any questions concerning this letter.

Sincerely,

*Jim Mattis*  
District Manager

## Reference Guide

In the event that you ever suspect that you are a victim of identity theft, we encourage you to consider taking the following steps:

**Contact the Federal Trade Commission.** You can contact the Federal Trade Commission's Consumer Response Center at 600 Pennsylvania Avenue, NW, Washington, DC, 20580 or at <http://www.ftc.gov/bcp/menus/business/data.shtml>, to obtain more information about steps you can take to avoid identity theft.

**Order Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. Do not contact the three credit bureaus individually; they provide your free report only through the website or toll-free number.

When you receive your credit report, review the entire report carefully. Look for any inaccuracies and/or accounts you don't recognize, and notify the credit bureaus as soon as possible in the event there are any.

**Place a Fraud Alert on Your Credit File:** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be a victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can report potential identity theft to all three of the major credit bureaus by calling any one of the toll-free fraud numbers below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three bureaus.

Equifax	P.O. Box 740241 Atlanta, Georgia 30374-0241	877-478-7625	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	P.O. Box 9532 Allen, Texas 75013	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834-6790	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

**Place a Security Freeze on Your Credit File.** You may wish to place a "security freeze" on your credit file. A security freeze generally will prevent creditors from accessing your credit file at the three nationwide credit bureaus without your consent. You can request a security freeze by contacting the credit bureaus at:

Equifax	P.O. Box 105788 Atlanta, Georgia 30348	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	P.O. Box 9554 Allen, Texas 75013	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834-6790	<a href="http://www.transunion.com">www.transunion.com</a>

The credit bureaus may charge a reasonable fee to place a freeze on your account, and may require that you provide proper identification prior to honoring your request. 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 a copy of either the police report, investigative report, or complaint to law enforcement agency concerning identity theft
8. If you are not 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.

Placing a security freeze on your credit file may delay, interfere with, or prevent timely approval of any requests you make for credit, loans, employment, housing or other services. For more information regarding credit freezes, please contact the credit reporting agencies directly.

**Contact the U.S. Federal Trade Commission.** If you detect any incident of identity theft or fraud, promptly report the incident to your local law enforcement authorities, your state Attorney General and the Federal Trade Commission ("FTC"). If you believe your identity has been stolen, the FTC recommends that you take these additional steps.

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can learn more about how to protect yourself from becoming an identity theft victim of by contacting the FTC:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)

**For Maryland Residents:** You can obtain information from the Maryland Office of the Attorney General about steps you can take to help prevent identity theft. You can contact the Maryland Attorney General at:

Maryland Office of the Attorney General  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us)

**For Massachusetts Residents:** You have a right to request from us a copy of any police report filed in connection with 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. 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 each to place, temporarily lift, or permanently remove a security freeze.

**For North Carolina Residents:** You can obtain information from the North Carolina Office of the Attorney General about steps you can take to help prevent identity theft. You can contact Attorney General Roy Cooper's Consumer Hotline toll-free within North Carolina at 1-877-5-NO-SCAM or (919) 716-6000.