



STATE OF NH
DEPT OF JUSTICE

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

October 31, 2016

To Whom It May Concern:

On the morning of October 20, 2016 Prime encountered a cyber-attack. At this time, an unauthorized, external user breached the Prime network and was successful in accessing data/information respecting the driver identities of Prime company drivers who were on active status with the company during calendar year 2015. Our records indicate that 37 of these company drivers were residents of your state. All affected parties were immediately notified by letter placed in the U.S. mail on October 21, 2016 that provided to the recipients the following:

- A clear description of the personal information that was breached
- Contact information for Prime, including a toll-free number for any questions/concerns
- Toll-free numbers and addresses for the following credit reporting agencies: Equifax, Experian and TransUnion
- Toll-free numbers, addresses and Websites for the Federal Trade Commission (FTC) and the Office of the Attorney General (OAG)
- An included statement that the affected individual can obtain information from each of the sources identified above about steps to avoid identity theft

Prime immediately retained the services of an external provider to offer comprehensive identity protection services for each affected party for twelve months. On October 28, 2016, notification was provided to each affected party that informed each individual of this protective coverage. I have attached a copy of this letter for your records.

While some risk of identity theft to the affected parties exists, Prime has taken all commercially reasonable steps to protect any sensitive, personal information and data from all drivers who are residents of your state.

Please contact me directly should you have additional questions or if you require any supplemental information.

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