



David S. Kantrowitz  
617.570.1254  
DKantrowitz@goodwinprocter.com

Goodwin Procter LLP  
100 Northern Avenue  
Boston, MA 02210

goodwinlaw.com  
+1 617 570 1000

March 17, 2017

**VIA FEDEX**

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

**Re: Notice of Data Security Incident**

Dear Sir/Madam:

We write on behalf of RealTruck, Inc. ("RealTruck") to notify you of a cyber intrusion that RealTruck recently experienced. In late January of this year, RealTruck detected suspicious activity on one of its web servers. After detecting the activity, RealTruck launched an immediate review to determine the scope of the incident and what data may have been impacted. After extensive review, on or around February 20, 2017 RealTruck identified one (1) New Hampshire resident whose personal information, including social security number, bank account number, and driver's license number, might have been affected by the intrusion. While RealTruck does not have definitive proof the outside actor actually accessed the information, RealTruck is notifying the potentially affected person as a precaution.

RealTruck took immediate steps to notify and provide assistance to the one affected New Hampshire resident. On March 10, 2017, RealTruck mailed written notifications to affected individuals, and recommended actions they could take to protect themselves, such as placing a fraud alert or security freeze on their credit reports. RealTruck also made available to all affected individuals 24 months of credit monitoring services from AllClear ID, at no cost. Since the incident occurred, RealTruck has installed a new firewall and reset passwords, and is undertaking a review of its systems to help further harden its defenses and guard against a similar incident occurring in the future.

A template copy of the notice provided to the affected resident is enclosed with this letter. Thank you for your attention to this matter.

Best regards,

David S. Kantrowitz

Stamp: RECEIVED  
OFFICE OF ATTORNEY GENERAL  
JOSEPH FOSTER  
MAR 20 2017  
CONCORD, NH



STATE OF NH  
DEPT OF JUSTICE  
2017 MAR 20 AM 10:52

March 8, 2017

### **Notice of Data Breach**

Dear

We are writing to inform you that RealTruck, Inc. ("RealTruck") recently identified an intrusion into one of its web servers containing some of your personal information. Please review this notice carefully to learn about the incident and ways that you can protect yourself.

#### **What Happened?**

In late January of this year, RealTruck detected suspicious activity on one of its web servers. After detecting the activity, RealTruck launched an immediate review to determine the scope of the incident and what data may have been impacted. RealTruck has since determined that an intrusion into one of its servers had occurred on or around January 22, 2017. After extensive review, on or around February 20, 2017 RealTruck identified you as an individual whose information might have been affected by the intrusion.

#### **What Information Was Involved?**

RealTruck found that an unauthorized individual may have accessed your name, social security number, driver's license number, date of birth, and bank account number relating to e-check orders you placed on the RealTruck website in the 2004-2005 time period. Order details and mailing and email addresses may also have been affected. While we have no definitive proof the outside actor actually accessed this information, we are informing you as a precaution and so you can be on the lookout for suspicious activity.

#### **What We Are Doing**

RealTruck takes this event very seriously. After detecting unusual activity we immediately took steps to identify and contain the intrusion. We have since locked down our systems to ensure any access has been cut off, and are conducting an internal review of our systems to help further harden our defenses against similar attacks in the future. In addition, we have retained AllClear ID, a specialist in identity theft protection, to provide you with 24 months of identity protection services, free of charge. Instructions for accessing these services are enclosed.

#### **What You Can Do**

We recommend that you remain vigilant for incidents of fraud and identity theft, including by regularly viewing your account statements and monitoring your free credit reports.

As an added precaution, we have arranged to have AllClear ID protect your identity for 24 months at no cost to you. The following identity protection services start on the date of this notice and you can use them at any time during the next 24 months.

**AllClear Identity Repair:** This service is automatically available to you with no enrollment required. If a problem arises, simply call 1-877-676-0379 and a dedicated investigator will help recover financial losses, restore your credit and make sure your identity is returned to its proper condition.

**AllClear Credit Monitoring:** This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. To use this service, you will need to provide your personal information to AllClear ID. You may sign up online at [enroll.allclearid.com](http://enroll.allclearid.com) using the following redemption code:

Please note: Additional steps may be required by you in order to activate your phone alerts and monitoring options.

For more information on how you can help protect yourself, please review the enclosed *Steps You Can Take to Protect Yourself From Identity Theft*.

**For More Information**

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If you have any further questions or concerns about this incident, feel free to contact us at (734) 926-2337 or by email at [Wendy.Lauzano-Hertz@truck-hero.com](mailto:Wendy.Lauzano-Hertz@truck-hero.com).

Sincerely,

The RealTruck Team

## Steps You Can Take to Protect Yourself From Identity Theft

### **1. Review your account statements and credit reports and notify law enforcement and RealTruck of suspicious activity.**

Even if you do not feel the need to register for a credit monitoring service, as a precautionary measure, we recommend that you regularly review statements from your bank, credit card, and other accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1.877.322.8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies:

#### **Equifax**

P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
1.888.766.0008

#### **Experian**

P.O. Box 9532  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1.888.397.3742

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19022-2000  
[www.transunion.com](http://www.transunion.com)  
1.800.680.7289

When you receive your credit reports, look them over carefully. Look for accounts that you did not open and/or inquiries from creditors that you did not initiate. Also check to see if your personal information on the credit report is accurate. If you see anything you do not understand, call the credit reporting agency at the telephone number on the report.

We recommend that you remain vigilant in your review of your account statements and credit reports. You should promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission. A copy of a police report may be required by creditors to clear up your records.

### **2. Consider placing a fraud alert or a security freeze on your credit files.**

**Fraud Alerts:** There are two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may request that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by calling the toll-free fraud number of any of the three national credit reporting agencies listed above.

**Security Freezes:** You may have the right to put a security freeze, also known as a credit freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a security freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Security freeze laws vary from state to state.

Keep in mind that when you place the freeze, you may not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. In addition, you may incur fees to place, lift and/or remove a credit freeze. The cost of placing, temporarily lifting, and removing a security freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. *Unlike a fraud alert, you must separately place a security freeze on your credit file at each credit reporting*

*company*. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies at the numbers above to find out more information.

**3. Learn more about how to protect yourself from identity theft.**

You may wish to review the Federal Trade Commission's guidance on how consumers can protect themselves against identity theft. For more information:

**Federal Trade Commission**  
600 Pennsylvania Avenue NW  
Washington, DC 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1.877.ID.THEFT (1.877.438.4338)

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General:

**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](http://www.oag.state.md.us)