



LEWIS BRISBOIS BISGAARD & SMITH LLP

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File No. 28399.319

**VIA E-MAIL**

Attorney General Gordon MacDonald  
Office of the Attorney General  
Consumer Protection Bureau  
33 Capitol Street  
Concord, NH 03301  
Fax: (603) 271-2110  
Email: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)

Re: Notification of Data Security Incident

Dear Attorney General MacDonald:

I represent RevolutionParts, Inc. ("RevolutionParts"), located in Phoenix, Arizona. This letter is being sent pursuant to N.H. Rev. Stat. §§ 359-C:19 - C:21, because on December 21, 2018, RevolutionParts learned that an unauthorized individual may have accessed payment card information of 14 New Hampshire residents. The affected information includes the residents' names, payment card numbers, expiration dates, and security codes.

RevolutionParts facilitates the e-commerce sale of automotive parts for dealerships through the websites listed in Appendix 1. On November 9, 2018, RevolutionParts learned of suspicious activity on some of its websites. Upon learning of the activity, RevolutionParts took immediate steps to secure its system, and conducted an internal investigation. RevolutionParts also worked with a leading forensics firm to determine what happened as well as whether, and to what extent, the payment card information of customers purchasing products through the websites had been affected. RevolutionParts also immediately reported the matter to the payment card brands, and notified the Federal Bureau of Investigation, to prevent fraudulent activity. On December 21, 2018, RevolutionParts' investigation determined the individuals whose payment card information was involved in the incident. These individuals include customers who made purchases through the websites referenced in Appendix 1 between November 8, 2018 and November 9, 2018.

On January 23, 2019, RevolutionParts mailed notification letters to the New Hampshire residents on the dealerships' behalf via the attached letter, and is providing twelve (12) months of complimentary fraud consultation and identity restoration services to the affected residents through Kroll Information Assurance, LLC.

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Please contact me should you have any questions.

Very truly yours,

A handwritten signature in blue ink that reads "Elizabeth Dill".

Elizabeth Dill of  
LEWIS BRISBOIS BISGAARD & SMITH LLP

Enclosure: Consumer Notification Letter

### Appendix 1

Dealership	Website
Berger Chevrolet	gmpartsnow.com
Bruce Titus Tacoma Subaru	subaruparts.com
Colonial Honda of Dartmouth	hondapartswholesaledirect.com
Conicelli Honda	conicellihondaparts.com
Flow Automotive	gmpartsdirect.com
Quirk Auto Dealerships of MA	quirkparts.com
Sands Chevrolet	gmpartspros.net
Stamford Ford	fordparts.store
Sunset Imports Inc (Audi USA Parts)	sunsetporschearts.com
Tasca Parts	tascaparts.com
Toyota of Nashua	parts.toyotaofnashua.com
Van Chevrolet	gmpartscenter.net
Victory Honda of Plymouth	cheaperhondaparts.com
	discountpartsmonster.com

<<Date>> (Format: Month Day, Year)

<<MemberFirstName>> <<MemberMiddleName>> <<MemberLastName>> <<Suffix>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<ZipCode>>

## Notice of Data Security Incident

Dear <<MemberFirstName>> <<MemberLastName>>,

RevolutionParts, Inc. facilitates the e-commerce sale of automotive parts for <<ClientDef1(Dealership)>> through <<ClientDef2(<https://www.exampledealerparts.com>)>>. We are writing to inform you of a data security incident relating to your purchase of products through the website that may have involved your payment card information. At RevolutionParts, we take the privacy and security of your information very seriously. We are writing to both inform you of the incident, and to advise you about certain steps that can be taken to ensure your information is protected.

### What happened?

On November 9, 2018, we learned of suspicious activity on some of our websites. Upon discovering the activity, we took immediate steps to further secure our system, and conducted an internal investigation. We also worked with a leading forensics firm to conduct an independent investigation into what happened and whether customer payment card information had been accessed or acquired without authorization.

### What information was involved?

We believe that the incident involved payment card information belonging to customers who utilized our web platform to purchase products on November 8, 2018 and November 9, 2018. The affected payment card information may have included names, card numbers, expiration dates, and security codes.

### What we are doing.

As soon as RevolutionParts discovered the incident, we took the steps described above. In addition, we immediately reported the matter to the payment card brands to protect your payment card information and prevent fraudulent activity. We have also reported the incident to the Federal Bureau of Investigation to hold the perpetrators accountable. We are providing you with information about steps that you can take to protect your personal information.

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll to provide Fraud Consultation and Identity Theft Restoration at no cost to you for one year. Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

Your Membership Number is: <<Member ID>>

Additional information describing your services is included with this letter.

**What you can do.**

You can follow the recommendations below to protect your personal information. We recommend that you review your current and past credit and debit card account statements for discrepancies or unusual activity. If you see anything that you do not understand or that looks suspicious, or if you suspect that any fraudulent transactions have taken place, you should call the bank that issued the card immediately.

**For more information.**

If you have questions, please call 1-866-397-2745, Monday through Friday from 8:00 a.m. to 5:30 p.m. Central Time. Please have your membership number ready.

Please accept our sincere apologies for any worry or inconvenience that this may cause you.

Sincerely,



Andreas Ronneseth  
Co-Founder & CSO  
RevolutionParts, Inc.

## **ADDITIONAL RESOURCES**

### **Contact information for the three nationwide credit reporting agencies is:**

**Equifax**, PO Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, PO Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, PO Box 2000, Chester, PA 19022, [www.transunion.com](http://www.transunion.com), 1-800-888-4213

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies.

To order your annual free credit report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form

(available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to:

Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

### **For Colorado, Georgia, Maine, Maryland, Massachusetts, New Jersey, Puerto Rico, and Vermont residents:**

You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. A fraud alert tells creditors to follow certain procedures, including contacting you before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit.

### **Security Freeze.** You have the ability to place a security freeze on your credit report.

A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/), 1-877-IDTHEFT (438-4338).

**For Maryland residents:** You may contact the Maryland Office of the Attorney General, Consumer Protection Division, 200 St. Paul Place, Baltimore, MD 21202, [www.oag.state.md.us](http://www.oag.state.md.us), 1-888-743-0023.

**For North Carolina residents:** You may contact the North Carolina Office of the Attorney General, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, [www.ncdoj.gov](http://www.ncdoj.gov), 1-877-566-7226.

### **Reporting of identity theft and obtaining a police report.**

**For Iowa residents:** You are advised to report any suspected identity theft to law enforcement or to the Iowa Attorney General.

**For Massachusetts residents:** You have the right to obtain a police report if you are a victim of identity theft.

**For Oregon residents:** You are advised to report any suspected identity theft to law enforcement, the Federal Trade Commission, and the Oregon Attorney General.



## TAKE ADVANTAGE OF FRAUD CONSULTATION AND IDENTITY THEFT RESTORATION SERVICES

You've been provided with access to the following services from Kroll:

### **Fraud Consultation**

You have unlimited access to consultation with a Kroll fraud specialist. Support includes showing you the most effective ways to protect your identity, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

### **Identity Theft Restoration**

If you become a victim of identity theft, an experienced Kroll licensed investigator will work on your behalf to resolve related issues. You will have access to a dedicated investigator who understands your issues and will do most of the work for you. Your investigator can dig deep to uncover all aspects of the identity theft, and then work to resolve it.