



## ROBOTIC INDUSTRIES ASSOCIATION

900 Victors Way • P.O. Box 3724 • Ann Arbor, MI 48106  
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December 20, 2007

**Sent Via Facsimile (603) 271-2110 and US Mail**

NH Office of the Attorney General  
SECURITY BREACH NOTIFICATION  
33 Capitol Street  
Concord, NH 03301

Re: Report of breach of security involving personal information

Dear Attorney General Ayotte:

We are writing to inform you, pursuant to the requirements of N.H. Rev. Stat. Ann. §359-C:20, that we will mail notification letters on or before December 21 to 7 residents of New Hampshire informing them that sensitive information related to them was accessed by a computer hacker who was not authorized to obtain the information. The hacker was able to login to our administration site using a password-cracking program or by making many guesses at the password to gain access to the website. Once access was accomplished, the hacker viewed individual orders, which contained credit card information. A copy of the letter sent to the affected individuals is attached.

We have notified the Michigan state police, the FBI, and the consumer reporting agencies. Additionally, we have deleted all credit card information from our administration sites and are no longer accepting credit card information at this time. The developer and host of our websites is in the process of establishing stricter administration login policies and procedures for our administration sites.

We are available to answer any questions you may have about this incident. Please contact me at (734) 994-6088 if you have any questions and if we can provide additional information.

Thank you,

A handwritten signature in black ink that reads "Jeff Burnstein". The signature is written in a cursive, flowing style.

Jeff Burnstein

***The Right Path to Robotics Success***  
[www.roboticsonline.com](http://www.roboticsonline.com)

Robotic Industries Association  
P.O. Box 3724,  
Ann Arbor, Michigan 48106

December 18, 2007

[FIRST NAME] [LAST NAME]  
[STREET ADDRESS]  
[CITY], [STATE] [ZIP]



*Notification of Unauthorized Acquisition of Private Information*

Dear [FIRST NAME] [LAST NAME],

We are writing to you because of a recent security incident at Robotic Industries Association. On or around December 10, 2007, credit card information was compromised by a computer hacker that gained access to the association's secure administration site for Robotics Online. Within hours of learning of this, site protection was reinforced. We are currently not accepting online credit card transactions, but expect to restore that functionality in the near future. The police have been notified of this incident.

To protect yourself from the possibility of identity theft, we recommend that you immediately contact your credit card provider and close your account. Tell them that your account may have been compromised. If you want to open a new account, ask them to give you a PIN or password. This will help control access to the account.

We're very sorry for the inconvenience this has caused and assure you that we are working diligently to prevent future attacks on our Web site. We value your support of our trade association and look forward to maintaining our relationship with you in the future. For more information on identity theft, we suggest that you visit the Web site of the Federal Trade Commission at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft). We also recommend that you place a fraud alert on your credit files. A fraud alert lets creditors know to contact you before opening new accounts. Just call any one of the three credit reporting agencies at a number below. This will let you automatically place fraud alerts with all of the agencies. You will then receive letters from all of them, with instructions on how to get a free copy of your credit report from each.

Experian  
888-397-3742

Equifax  
800-525-6285

TransUnion  
800-680-7289

If you have additional questions, please call First Advantage Membership Services, who is assisting Robotic Industries Association with answering your inquiries. They can be reached toll-free at 1-888-217-0294.

With sincere apologies,



Jeffrey A. Burnstein  
Executive Vice President  
Robotic Industries Association