

**Amy Natasha Howell**  
General Counsel

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**RugDoctor**

May 10, 2016

New Hampshire Department of Justice  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

STATE OF NH  
DEPT OF JUSTICE  
2016 MAY 12 AM 10:58

Dear Attorney General,

My name is Amy Howell and I'm the General Counsel of Rug Doctor, LLC ("Rug Doctor"). Rug Doctor has two employees that are residents of New Hampshire.

On March 15, 2016, we learned that Rug Doctor's 2015 W-2 tax form information for current and former U.S.-based employees was sent to an unauthorized third party in response to a phishing email scam. The information was sent by an employee who believed the phishing email was a legitimate internal company request. The scam took place on March 8, 2016.

When we learned about it, we immediately notified federal authorities and affected employees and former employees. We let employees know what information was obtained and what they could do to protect themselves.

For extra assurance, we provided all impacted with two years of free Identity Force identity theft protection and credit monitoring services.

We are also taking aggressive steps to strengthen internal processes and defenses to protect our confidential information.

We take this crime seriously. It was a crime against Rug Doctor and most importantly our employees.

Please feel free to contact me with any questions or concerns.

Thank you,

  
Amy Howell