

August 7, 2017

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

RECEIVED

AUG 14 2017

CONSUMER PROTECTION

Re: Notification of Potential Data Compromise

Dear Office of the Attorney General:

I am sending this letter on behalf of my client, Saddle Ridge Partners, LLC, dba Wizard Labs, a Florida-based company. We are writing in accordance with your state's personal information notification statute to inform you that we are notifying fourteen (14) of your residents that their personal information (specifically, credit card numbers) may have been viewed without authorization. We anticipate sending the notification to the residents immediately after this letter to your office. We have attached a copy of the notification text for your reference.

We are offering the potentially affected consumers one year of credit monitoring services along with other resources to assist your state's residents with the uncertainty that can result from a notification such as this. Among other offerings included in the attached text, we have provided a help line that the consumers can call if they have any additional questions. We have not taken this potentially unauthorized viewing of information lightly and hope the notification will reduce your residents' concerns.

If you have any questions regarding this matter, please contact me at (321) 285-2300.

Sincerely,



Daniel D. Whitehouse, Esq.
Attorney & Counselor at Law
Whitehouse & Cooper, PLLC
201 E. Pine Street, Suite 205
Orlando, FL 32801

Date

Dear: **CUSTOMER NAME**

Please read this email in its entirety.

Wizard Labs is committed to maintaining our customers' privacy and confidential information. We recently became concerned that an unauthorized person may have accessed our systems in an attempt to acquire confidential information. These systems process customer orders and include such information as names, addresses, payment account numbers, and/or email addresses.

While we have no evidence that any of your personal information was accessed or misused in any manner, we are taking appropriate precautionary measures to ensure your financial security and help alleviate concerns you may have.

What are we doing to address this situation?

We have long employed a wide range of security measures to ensure the confidentiality of everyone's personal information. Since becoming aware of the attempt, on July 7, 2017, we retained the services of a computer forensics company to investigate potential unauthorized access and advise us on additional precautions we may implement. We believe if any information had been accessed, it would have been during the period of May 25, 2017, through June 26, 2017. Please rest assured that we are taking this matter very seriously and are continuing to actively investigate this incident. We have notified law enforcement and will continue taking steps to prevent such an incident from occurring in the future. We have already implemented new security measures to ensure the confidentiality of the personal information of those we serve and continue providing the level of service you expect from us.

In addition, Wizard Labs is providing you with access to Credit Monitoring* services at no charge. These services provide you with alerts for twelve months from the date of enrollment when changes occur to your credit files. This notification is sent to you the same day that the change or update takes place with the bureau. These services will be provided by CyberScout, a company that specializes in identity theft education and resolution.

To enroll in Credit Monitoring* services at no charge, please log on to: https://www.myidmanager.com/promo_code.html and follow the instructions provided. When prompted, please provide the following unique code to receive services: **<CODE HERE.>**

What can I do on my own to address this situation?

If you choose not to use this service, we recommend notifying your payment card's issuing bank to inform them that your account may be at an increased risk for fraud and so that they can flag your account. We also encourage you to monitor your account(s) closely for any suspicious activity and to notify your financial institution immediately if you notice any unauthorized transactions.

Additional information and support resources are available through the nonprofit Identity Theft Resource Center at www.idtheftcenter.org, by calling (858) 693-7935, or via e-mail at itrc@idtheftcenter.org. Alternatively, the Federal Trade Commission offers resources, and they can be reached by phone at (202) 326-2222, by mail at 600 Pennsylvania Avenue, NW, Washington, DC 20580, or via their website at www.ftc.gov.

In addition, you have the option to do the following:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

- Experian (1-888-397-3742)
- Equifax (1-800-525-6285)
- Transunion (1-800-680-7289)

Also, should you wish to obtain a credit report and monitor it on your own:

- **IMMEDIATELY** obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: www.annualcreditreport.com or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.)
- **Upon receipt of your credit report**, we recommend that you review it carefully for any suspicious activity.
- Be sure to report any suspicious activity promptly to IDT911.

What if I want to speak with you regarding this incident?

Please call Wizard Labs at 1-321-422-0803. Someone is available to speak with you Monday through Friday between the hours of 8 a.m. to 5 p.m. EST.

At Wizard Labs, we take our responsibilities to protect your information very seriously. We sincerely regret any inconvenience this may cause you.

Sincerely,

Wizard Labs