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January 23, 2018

**VIA FEDERAL EXPRESS**

NH Department of Justice  
Gordon J. MacDonald, Attorney General  
33 Capitol Street  
Concord, NH 03301

**Re: The Salvation Army of Augusta - Cyber Incident**

Dear Attorney General MacDonald:

This firm represents The Salvation Army of Augusta, relevant to the above referenced matter. Pursuant to New Hampshire law, we are writing to advise you of a data security incident that may have involved the personal information of one (1) New Hampshire resident. Specifically, on November 7, 2017, The Salvation Army of Augusta was notified that the personal information provided by registrants for only The Salvation Army of Augusta's Auto Auction website (<http://www.salvationarmycars.com>) was accessible through a common search on the internet. In particular, the administration menu for the website was available to the public without the need to authenticate with a username and password. On the aforementioned date, The Salvation Army of Augusta promptly contacted the third-party web hosting and development vendor for its website, and requested that all management access to the website be completely shut down to avoid any further access to this sensitive information by a third party.

After immediately removing management access to the website, The Salvation Army of Augusta promptly retained the services of a leading forensics firm, Kroll, to perform an investigation into the cause and extent of this incident. Through their investigation, Kroll also confirmed that third parties could no longer gain access to this personal information. The Salvation Army of Augusta is also working closely with the credit card brands and/or their agents to ensure that the incident is properly addressed. Further, all information regarding the credit card information, including the panel code and CVV, were deleted and purged from the website. Additionally, the website has since been completely shut down.

Although The Salvation Army of Augusta has not received any indication that the information has been used by an unauthorized individual, they have also secured the services of Kroll to provide identity theft protection services at no cost to any potentially affected individual for one (1) year. This includes Credit Monitoring, Web Watcher, Fraud Consultation, and Identity Theft Restoration. On or about January 12, 2018, a notification letter was sent to the one (1) possibly affected resident of New Hampshire, via first class mail.

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Should you have any questions, please do not hesitate to contact me.

Very truly yours,

CONNELL FOLEY LLP



KAREN PAINTER RANDALL

KPR/sak

cc: Captain Philip Canning/The Salvation Army/ Augusta Area Commander, Senior KROC  
Officer