



STATE OF NH
DEPT OF JUSTICE
2017 FEB -2 AM 9:45

Joseph Foster, Esq.
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notification pursuant to N.H. Rev. Stat. Ann. §359-C:19 *et. seq.*

Dear Attorney General Foster:

ScholarChip operates and maintains the online portal that provides borrowers access to their student loan information with University Accounting Services, LLC. On December 6, 2016, ScholarChip discovered that a technical issue with our online portal may have allowed nine (9) borrowers to access a document containing other borrowers' loan information. The information disclosed included individual borrowers' name, address, Social Security number and loan information.

Upon learning of this, ScholarChip immediately began an investigation and corrected the technical issue. Additionally we have enhanced the security of our systems and the process we use to make documents available on the online portal to prevent a similar incident from ever occurring in the future.

Even though ScholarChip has no evidence to indicate that any of this information has been misused, we provided written notification to the 10 residents of the State of New Hampshire on January 27, 2017 in accordance with N.H. Rev. Stat. Ann. §359-C:19 *et. seq.* ScholarChip has also offered affected individuals a free one year membership in ProtectMyID credit monitoring and identity theft protection services from Experian. A copy of the notification sent to the residents of New Hampshire is enclosed.

ScholarChip has also disclosed this incident to all three consumer reporting agencies with a listing of the number of borrowers affected in each state. Kindly note that this letter does not constitute a waiver of personal jurisdiction or an admission that N.H. Rev. Stat. Ann. §359-C:19 *et. seq.* applies to this incident.

Please do not hesitate to contact me at compliance@ScholarChip.com if you have any questions regarding this matter.

Sincerely,

Maged Atiya
Chief Technology Officer

ScholarChip®
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Hicksville, NY 11801
516.827.5081
fax: 516.827.5083
27 Union Square West
New York, NY 10003
212.255.8005
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1.800.399.7340
info@scholarchip.com
www.scholarchip.com

January 16, 2017
Borrower Name
Address
City, State Zip

STATE OF NE
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NOTICE OF POTENTIAL DATA BREACH

Dear Borrower Name:

ScholarChip operates and maintains the online portal that provides you with access to your student loan information with University Accounting Services, LLC. On December 6, 2016, ScholarChip discovered that a technical issue with our online portal may have allowed up to nine (9) individuals to access a document containing other borrowers' loan information, including your information. The information disclosed included your name, address, Social Security number and loan information.

Upon learning of this, ScholarChip immediately began an investigation and corrected the technical issue. Additionally we have enhanced the security of our systems and the process we use to make documents available on the online portal to prevent a similar incident from ever occurring in the future. While to date we have no evidence that your information has been misused, we are contacting you so that you can take appropriate steps to protect yourself.

STEPS YOU CAN TAKE

Monitor Your Credit Reports

Even where there has been no incident of a disclosure of one's personal information, it is wise to remain vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. You may obtain a credit report free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740241, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 2002, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19016, www.transunion.com, 1-800-916-8800

As a result of this incident, ScholarChip is offering you a complimentary 1-year membership in Experian's fraud resolution services. If you feel you need assistance with fraud resolution, please contact Experian's customer care team by [enrollment end date]. Be prepared to provide engagement number **PC106071** as proof of eligibility for the fraud resolution services by Experian. This offer is not intended to imply that you are at any substantial risk of harm of identity theft, rather the offer is made simply to comply with state legal requirements.

ScholarChip is also offering you a complimentary one year membership of Experian's® ProtectMyID® Alert, which includes credit monitoring and Identity theft insurance. Enrolling in this program will not hurt your credit score. Unfortunately, privacy laws prevent us from enrolling you directly. To enroll visit the ProtectMyID web site: www.protectmyid.com/alert before January 28, 2018 and provide your activation code: {Code}. Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-297-7780.

If You Believe Your Identity has been Stolen

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 state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police

report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft

Fraud Alerts

There are two types of fraud alerts you can place on your credit report to put your creditors on notice that you may be a victim of fraud – an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies.

Credit Freezes

You have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies to find out more information.

To place a security freeze on your credit report, you must send a written request to each of the three major reporting agencies by regular, certified, or overnight mail at the addresses below:

Equifax Security Freeze, PO Box 105788, Atlanta, GA 30348, www.equifax.com

Experian Security Freeze, PO Box 9554, Allen, TX 75013, www.experian.com

TransUnion Security Freeze, PO Box 2000, Chester, PA 19016, www.transunion.com

ScholarChip regrets any inconvenience or concern this incident may have caused. If you have any questions about this incident please call 1-877-722-2447 from 7:00am to 5:00pm Eastern time, Monday to Friday or contact ScholarChip support by email at support@scholarchip.com.

Sincerely,

Maged Atiya

Chief Technology Officer