



STATE OF NH
DEPT OF JUSTICE

2016 MAY -2 AM 11:38

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April 28, 2016

VIA US POSTAL SERVICE

Attorney General Joseph Foster

Office of the Attorney General

33 Capitol Street

Concord, NH 03302

(603) 271-3658

Dear Attorney General Foster:

We represent South Loop CPA ("South Loop") with respect to a recent security incident involving the potential exposure of certain personally identifiable information described in more detail below. South Loop is a company based in Chicago, Illinois, and provides certified public accountant and tax preparation services to its clients.

1. Nature of security incident.

On March 5, 2016, a password protected computer belonging to South Loop was stolen from South Loop's offices. South Loop discovered the theft the same day, and notified law enforcement and immediately began an investigation to determine what information was on the laptop. From the investigation, it appears that W-2 forms and tax returns were stored on the laptop, which may have contained client names, addresses, Social Security numbers, wage information and banking information.

2. Number of New Hampshire residents affected.

One (1) New Hampshire resident was affected by the incident. A notification letter was mailed to impacted individual on April 28, 2016 via regular mail. Enclosed please find a copy of the notification letter.

3. Steps you have taken or plan to take relating to the incident.

South Loop is taking steps to further increase the security of information in its control, adding security cameras and locking portable computers to the desks and tables they are used on. South Loop is also offering potentially impacted individuals with 12 months of credit monitoring and identity restoration services through Equifax Personal Solutions. Notice was also provided to the credit reporting agencies.

4. Contact information.

South Loop remains dedicated to protecting the sensitive information in its systems. If you have any questions or need additional information, please do not hesitate to contact me at MVentrone@ThompsonCoburn.com or (312) 580-2219.

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Very truly yours,

Thompson Coburn LLP

A handwritten signature in black ink, appearing to read "M K Ventrone", with a horizontal line extending to the right.

Melissa K. Ventrone

Enclosures



SOUTH LOOP CPA, LLC
CERTIFIED PUBLIC ACCOUNTANTS & BUSINESS CONSULTANTS

Return Mail Processing Center
P.O. Box 6336
Portland, OR 97228-6336

<<mail id>>
<<Name>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

<<Date>>

Notice of Security Incident

Dear <<Name>>:

We are writing to inform you of a recent data security incident experienced by South Loop CPA ("South Loop") that may have resulted in the exposure of your personal information, including your name and Social Security number. We value and respect the privacy of your information, and we sincerely apologize for any concern or inconvenience this may cause you. This letter contains information about steps you can take to protect your information and resources we are making available to help you.

1. What happened and what information was involved:

On March 5, 2016, a password-protected laptop computer belonging to South Loop was stolen from our offices. As soon as we discovered the theft, we notified law enforcement and we are cooperating with their investigation. We also conducted an investigation to determine what information, specifically, was stored on the laptop. From our investigation, it appears the files may have included your tax returns, which include your name, address, Social Security number, bank account number, and wage information. While we believe the individual was interested primarily in selling the laptop and not in any of the data stored on the device, we wanted to inform you of this event out of an abundance of caution.

2. What we are doing and what you can do:

We have no evidence that there has been any misuse of the information stored on the laptop. Because we value the privacy and security of your information, however, we have engaged Equifax Personal Solutions to provide credit monitoring and identity protection services at no cost to you for one year.

To sign up for Equifax's services, go to www.myservices.equifax.com/silver and complete the following steps:

1. Welcome Page: Enter the Activation Code provided at the top of your letter in the "Activation Code" box and click the "Submit" button. Your activation code is: <<Activation Code>>.
2. Register: Complete the form with your contact information (name, gender, home address, date of birth, Social Security number, and telephone number) and click the "Continue" button.
3. Create Account: Complete the form with your email address, create a Username and Password, check the box to accept the Terms of Use, and click the "Continue" button.
4. Verify ID: The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the "Submit Order" button.
5. Order Confirmation: This page shows you your completed enrollment. Please click the "View My Product" button to access the product features.

We want to assure you that we are taking steps to prevent this type of event from occurring in the future, including increasing our security by adding additional security cameras in our offices, securing all computers to the desks, and encrypting all laptop computers.

3. For more information:

If you have any questions or concerns, please call **844-787-6817**, 9:00 a.m. to 9:00 p.m. Eastern Time (closed on U.S.-observed holidays). Your trust is a top priority for South Loop, and we deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,



Gaurang Patel
Owner
South Loop CPA

U.S. State Notification Requirements

For residents of Hawaii, Michigan, Missouri, Virginia, Vermont, and North Carolina: It is recommended by state law that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity.

For residents of Illinois, Iowa, Maryland, Missouri, North Carolina, Oregon, and West Virginia:

It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax

P.O. Box 105139
Atlanta, GA 30374
1-800-685-1111
www.equifax.com

Experian

P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 6790
Fullerton, CA 92834
1-800-916-8800
www.transunion.com

You may also obtain a free copy of your credit report online at www.annualcreditreport.com, by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at www.annualcreditreport.com) to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

For residents of Iowa:

State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon:

State law advises you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland, Illinois, and North Carolina:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General

Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Office of the Attorney General

Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

Federal Trade Commission

Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, D.C. 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/bcp/edu/microsites/idtheft

For residents of Massachusetts:

It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of all states:

Fraud Alerts: You can place fraud alerts with the three credit bureaus at one of the three major credit bureaus by phone and via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you but also may delay you when you seek to obtain credit. The contact information for all three credit bureaus is below.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to send a request to each consumer reporting agency by certified, overnight, or regular stamped mail. The following information must be included when requesting a security freeze (note that, if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place, lift, or remove a freeze but is free if you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze

P.O. Box 105788
Atlanta, GA 30348
www.equifax.com

Experian Security Freeze

P.O. Box 9554
Allen, TX 75013
www.experian.com/freeze

TransUnion (FVAD)

P.O. Box 2000
Chester, PA 19022
www.transunion.com

More information can also be obtained by contacting the Federal Trade Commission listed above.