

-----Original Message-----

From: Tom Droege [mailto:tldroege@mindspring.com]

Sent: Wednesday, October 11, 2017 12:15 PM

To: DOJ: Attorney General; Tom Droege

Subject: breach of security and unauthorized access or use of personal information involving 68 NH resident(s).

Attorney General
Office of the Attorney General

Dear Attorney General :

We are writing to notify you of a breach of security and unauthorized access or use of personal information involving 68 NH resident(s).

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS On September 26, 2017, A hacker was able to bypass our RDP access to our office computers. Once in our office, he was able to access customer information including names, addresses, and payment account numbers as well as email addresses.

STEPS WE HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT We shut down all direct RDP access, and installed a multi-factor authentication for remote access. We have removed all credit card information from our website and will not be storing credit card information at our site. We have hired a 3rd party security firm to conduct a thorough audit and analysis of the security breach.

STEPS WE HAVE TAKEN TO NOTIFY THE CUSTOMERS INVOLVED On September 28th, 2017, we contacted every customer by email, notifying them of the breach and providing information that they could use to monitor their credit card activity. 90% of the cards we had on file were expired. We suggested that they contact their credit card company and report the breach and request new cards.

On October 6, 2017, we contacted every customer again by email, in an official capacity providing the required notification as recommended by our insurance company using the verbage required by law.

The notification was not delayed because of a law enforcement investigation.

CONTACT INFORMATION

Please contact Thomas Droege, CEO of Droege Computing Services at 919-403-9459 or tldroege@mindspring.com if you have any questions or need further information.

Sincerely,

Thomas Droege
President
Droege Computing Services
20 West Colony Place Suite 120
Durham NC 27705
Type of Business: Software Development Company

Official Notice of Data Breach

Dear _____ :

Please read this letter in its entirety. On September 28th, we notified you of this data breach. This is the formal advice as directed by our insurance company.

What happened? What information was involved?

We recently became aware that our StampAuctionNetwork (SAN) server was hacked on September 26, 2017. The attack did not target StampAuctionNetwork directly, we have SSL security there which protects from external attacks. The breach was made through our main offices and they were able access SAN from there. We took immediate steps to stop the access and respond to the situation. Based on our review of the systems, we have discovered that some of your personal data may have been compromised. This data includes your name and payment card information.

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

Your _____ Credit Card Ending in _____ with Expiration date _____ may have been compromised. We suggest you cancel this card and request a new one, if this card is still active.

What is Droege Computing Services, Inc. doing to address this situation?

Droege Computing Services, Inc. has made immediate enhancements to our systems, security and practices. Additionally, we have engaged appropriate experts to assist us in conducting a full review of our security practices and systems to ensure that appropriate security protocols are in place going forward and we have removed all credit card information from SAN. We are committed to helping those people who may have been impacted by this unfortunate situation.

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

If you choose to place a fraud alert, 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)

P.O. Box 4500
Allen, TX 75013
www.experian.com

P.O. Box 740241
Atlanta, GA 30374
www.equifax.comwww.transunion.com

P.O. Box 2000
Chester, PA 19016

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 promptly report any suspicious activity to Droege Computing Services, Inc. and your credit card company.

In addition, we are urging all customers to notify their bank of this incident to inform them that your account may be at an increased risk for fraud and so that your bank can flag your account. We also encourage you to monitor your accounts closely for any suspicious activity and to notify your financial institution immediately if you notice any unauthorized transactions.

For More Information

You can obtain more information about identity theft and ways to protect yourself from the Federal Trade Commission (FTC). The FTC has an identity theft hotline: 877-438-4338; TTY: 1-866-653-4261. They also provide information on-line at www.ftc.gov/idtheft.

What if I want to speak with Droege Computing Services, Inc. regarding this incident?

Please call Tom Droege at 919-403-9459 from 9-5pm Eastern Standard Time, Monday through Friday.

At Droege Computing Services, Inc. we take our responsibilities to protect your personal information very seriously. We are deeply disturbed by this situation and apologize for any inconvenience.

Sincerely,

Thomas Droege
President and CEO

Additional Important Information

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	Experian	TransUnion
P.O. Box 740241	P.O. Box 22104	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	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 laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Maryland, North Carolina, and Illinois:

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, DC 20580 1-877-IDTHEFT (438-4338) www.ftc.gov/bcp/edu/microsites/idtheft
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For residents of Massachusetts:

State law requires you be 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 also 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 make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or by following the instructions found at the websites listed below. 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 small fee to place, life, 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	Experian Security Freeze	TransUnion (FVAD)
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348	Allen, TX 75013	Chester, PA 19016
https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp	https://www.experian.com/freeze/center.html	https://freeze.transunion.com

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