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SEP 18 2017

CONSUMER PROTECTION

September 14, 2017

Consumer Protection and Antitrust Bureau  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
Fax: (603) 271-2110

Dear General MacDonald:

We are writing to inform you of a recent incident regarding the personal information of one New Hampshire resident. Specifically, on or about August 24, 2017 a T-Mobile employee misused a customer's payment card information without authorization after it was provided to process a purchase. Since that time, T-Mobile separated the employee responsible for the misuse of customer information.

We plan to provide written notice to the affected individual within the next seven (7) days. Please confirm if your office would like a delay in notice to the consumer to allow time for any law enforcement investigation.

Our notice to the affected individual includes instructions on how to enroll in one year's worth of a free credit monitoring service. We are also providing contact details for the major credit bureaus (along with instructions to create a fraud alert with those bureaus), the Federal Trade Commission, and your office. A copy of this letter notice is attached.

We are also providing a copy of this letter via email to: [attorneygeneral@doj.nh.gov](mailto:attorneygeneral@doj.nh.gov).

Should you have further questions for T-Mobile regarding this incident you may contact [Privacy@T-Mobile.com](mailto:Privacy@T-Mobile.com) or call (425) 383-4114.

Sincerely,

Chuck Cosson  
Director, Legal Affairs  
T-Mobile USA, Inc.



<Date>

<Name>

**Re: INCD2017-08-3628325**

Dear <name>:

As part of an internal investigation, we have determined that your credit card number ending in XXXX was misused by a former employee of T-Mobile. We urge you to review your past credit card statements for unauthorized charges and to notify your issuing company of any such charges and dispute those charges. You may also wish to request the issuance of a different card and account number. In addition, you may wish to take the following steps, among any others you deem appropriate, to protect yourself from potential fraudulent activity related to your personal information.

First, you may wish to place a fraud alert with the three major credit bureaus which we have listed below. A fraud alert lets creditors know to contact you before opening new accounts in your name. You can call any *one* of the three credit bureaus at the number below to place a fraud alert on your credit file without charge, and they will contact the other two bureaus on your behalf. Additionally, some states allow residents to place a no-cost "freeze" on their credit file with the credit bureau.

Experian<sup>®</sup>  
P.O Box 9532  
Allen, TX 75013  
888-397-3742

Equifax<sup>®</sup>  
P.O Box 740241  
Atlanta, GA 30374 – 0241  
800-525-6285

TransUnion<sup>®</sup>  
P.O Box 6790  
Fullerton, CA 92834-6790  
800-680-7289

In an effort to provide additional support and assurance, at our expense we have arranged for you to receive one full year of a credit monitoring service, <Product Name>, from <Credit Bureau>.

We urge you to carefully review your credit reports for any inaccurate or suspicious items. If you find any suspicious activity, you may wish to notify your local law enforcement officials or the New Hampshire Consumer Protection and Antitrust Bureau at (603) 271-3643. We urge you to remain vigilant in monitoring any potentially unauthorized credit activity associated with your identity. You may obtain additional information about the risks of identity theft from the FTC at 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/idtheft>

If you have questions about <Product Name>, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact <Credit Bureau> customer care at <phone number>.

We sincerely regret any inconvenience this incident may cause you. Should you have questions or concerns regarding this matter, the effect on your T-Mobile account, and/or the protections available to you, please do not hesitate to contact us at 1-800-937-8997.

Sincerely,

Chuck Cosson  
Director, Legal Affairs  
T-Mobile USA, Inc.