



12920 SE 38th Street
Bellevue, WA 98006

RECEIVED
JUN 16 2017
CONSUMER PROTECTION

June 9, 2017

Consumer Protection and Antitrust Bureau
Office of the Attorney General
33 Capitol Street
Concord, NH 03301
Fax: (603) 271-2110
Email: attorneygeneral@doj.nh.gov

Re: Notification of Incident INCD2017-04-3441631

Dear General MacDonald:

We are writing to inform you we will be notifying one (1) New Hampshire resident of a breach of personal information. Specifically, a T-Mobile employee misused customer personal credit card information; that person was separated from employment at T-Mobile.

Pursuant to N.H. Rev. Stat. § 359-C: 19 et seq., we are providing written notice to the affected individual, to be sent Monday June 12th. Please respond to this letter at your earliest availability if you prefer we delay customer notification for any reason.

Our notice to the affected individual includes instructions on how to enroll in two full years 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 template copy of this letter notice is attached.

We are also providing a copy of this letter via email to: attorneygeneral@doj.nh.gov. Should you have any questions or concerns relating to this incident please contact Privacy@T-Mobile.com

Sincerely,

Chuck Cosson
Director, Legal Affairs



12920 SE 38th Street
Bellevue, WA 98006

Attachment – Form of Letter Notice

June 12, 2017

<Name>

<Address>

Re: Notification of Incident INCD2017-04-3441631

Dear <Name>:

After receiving your complaint of potential credit card misuse in April 2017 we immediately began an investigation to determine if we could prove such misuse. We recently closed that investigation and confirmed your credit card number ending in 9562 was misused by a former employee of T-Mobile at that time. That person has been separated from employment and no longer has any access to T-Mobile customer information.

We're writing to advise you of steps you can take to help protect yourself. First, if you've noticed any further unauthorized charges, please contact your issuing company to 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 to protect against potential fraudulent misuse of your identity. You can 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. To place a fraud alert, you may 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.

Experian®
P.O Box 9532
Allen, TX 75013
888-397-3742

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

TransUnion®
P.O Box 6790
Fullerton, CA 92834-6790
800-680-7289

New Hampshire residents also have the right to request a "freeze" on their credit file with the credit bureaus listed above. A security freeze means that your file cannot be shared with potential creditors at all. Placing a freeze ordinarily incurs a charge of \$10, though that may not apply if you have a police report of identity theft.

At our expense we have arranged for you to receive two full years of a credit monitoring service, Credit Watch Gold, from Equifax. Visit <http://myservices.equifax.com/goldscan> and enter code: **XXXXXXXXXX**. Please note this enrollment offer will expire December 31, 2017.



Credit Watch Gold will automatically alert you within 24 hours of key changes in your Equifax Credit Report™ – such as when someone tries to open credit in your name. If you have questions about Credit Watch Gold, need help understanding something on your credit report, or suspect that an item on your credit report may be fraudulent, please contact Equifax's customer care at 1-888-202-4025.

Additional information about identity theft is available from the FTC at 1-877-IDTHEFT (438-4338) or at <http://www.ftc.gov/idtheft> and from the New Hampshire Attorney General at <https://www.doj.nh.gov/consumer/identity-theft/index.htm>

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 Privacy@T-Mobile.com or 1-800-937-8997.

Sincerely,

Chuck Cosson
Director, Legal Affairs