

September 29, 2011

By First Class Mail

Office of the Attorney General
Consumer Protection and Antitrust Bureau
33 Capitol Street
Concord, NH 03301
Attention: Mary Thayer

Re: Legal Notice of Information Security Breach

Dear Ms. Thayer:

I am writing to inform you of an information security breach that may involve approximately six (6) residents of your state. On Saturday, August 27, 2011, TechCentral, a division of Henry Schein Practice Solutions Inc., ("TechCentral") learned that a laptop computer had been stolen from an employee of TechCentral. The employee filed a police report, and TechCentral is investigating the incident.

Unfortunately, we believe the laptop may have contained certain personal information about a small number of TechCentral customers, including their names, social security numbers and credit card account numbers. The laptop is password protected, but the information is not encrypted.

At this time TechCentral has no reason to believe that any personal information has been or will be accessed or misused. Nonetheless, as a precaution, TechCentral is notifying all affected individuals via written letter to each through first class mail, and offering them the opportunity to enroll in a free credit monitoring service for one year. These notifications were mailed yesterday, September 28, 2011. A copy of the form of notice to affected individuals is attached for your reference.

If you have any questions or need further information regarding this incident, please do not hesitate to contact me at 631-501-3703.

Sincerely yours,



Kelly Murphy
Associate Counsel

FORM OF NOTICE

September 28, 2011

[NAME]

[ADDRESS]

Dear Customer:

I am writing to inform you that on Saturday, August 27, 2011, we learned that a laptop computer had been stolen from one of our employees. Unfortunately, we believe that the laptop may have contained certain personal information about you, including your social security number and/or credit card account number. Access to the personal information was password protected, but was not encrypted. The incident was promptly reported to law enforcement authorities, and they are investigating the incident.

At this time we have no evidence that your personal information has been or will be accessed or misused, but we do want to make you aware of some steps you may choose to take to guard against potential identity fraud. Additionally, as a precaution and to help you detect the possible misuse of your personal information, we are providing you with a complimentary one-year membership for credit monitoring services, at no cost to you. You have until December 31, 2011 to activate the credit monitoring through Consumerinfo.com, an Experian company, by using your unique activation code. Please see the enclosure to learn more about these services and about important enrollment instructions. However, even if you choose not to enroll in the free credit monitoring service, we encourage you to actively monitor your financial accounts and free credit reports that are available to you. Please also report any suspected identity theft to us and to appropriate law enforcement officials.

You may contact me at [] for additional information and answers to any questions you may have about this incident.

Please be assured that we are taking appropriate steps to reduce the chance of any future incidents like this. Among other things, as a result of this incident, we are reviewing our laptop security policies and procedures. We sincerely regret any inconvenience or concern caused by this incident.

Sincerely,

[Name/Title]

CREDIT MONITORING EXPLANATION

To help you detect the possible misuse of your personal information, we are providing you with a complimentary one year membership to Experian's Triple Alert monitoring product at no cost to you. This membership will monitor your credit reports at the three national credit reporting bureaus: Experian, Equifax® and TransUnion® and notify you of key changes. Credit monitoring is an important tool that will help you identify potentially fraudulent use of your information. Your one-year membership is completely free and will not hurt your credit score.

To activate your complimentary one year membership in Triple Alert from Experian, visit the website listed below and enter your individual activation code. If you prefer, you can enroll on the phone by speaking with Experian Customer Care representatives toll-free at (866) 252-8809.

**Triple Alert Web Site: <http://partner.consumerinfo.com/triple>
Your Activation Code: [Activation Code]
You Must Enroll By: **December 31, 2011****

Your complimentary 12-month Triple Alert membership includes:

- Daily monitoring and timely alerts of any key changes to your credit reports—so you know when there is any activity that you should be made aware of such as notification on new inquiries, newly opened accounts, delinquencies, public records or address changes
- Toll-free access to a dedicated team of fraud resolution representatives who will help you investigate each incident; contact credit grantors to dispute charges, close accounts if need be, and compile documents; and contact all relevant government agencies
- \$25,000 in identity theft insurance coverage with zero deductible provided by Chartis, Inc. for certain identity theft expenses*

Activate your membership today for immediate protection at <http://partner.consumerinfo.com/triple> or call (866) 252-8809 to register with the activation code above.

Even if you do not feel the need to register for the credit monitoring service, we recommend that you carefully consider the important steps to help prevent fraud described on the next page.

** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.*

IMPORTANT STEPS TO HELP PREVENT FRAUD

1. **Carefully review your banking, credit card and other account statements and report any unauthorized transactions.** You should regularly review your accounts to look for unauthorized or suspicious activity. You may also want to notify your financial institution(s) and credit card companies that you received this notice. This will tell them that your information may have been viewed or accessed by an unauthorized party.
2. **Contact the fraud department at the three major credit bureaus listed below and ask them to place a “fraud alert” on your credit file.** A fraud alert tells creditors to contact you before they open any new credit accounts or change your existing accounts. To place a fraud alert on your credit file, contact one of the three national credit bureaus at the numbers provided below.

Equifax
(800) 685-1111
www.equifax.com
P.O. Box 740241
Atlanta, GA 30374-0241

Experian
(888) 397-3742
www.experian.com
P.O. Box 9532
Allen, TX 75013

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

3. **Obtain a copy of your credit report from each of the three major credit reporting bureaus and review them to be sure they are accurate and include only authorized accounts.** You are entitled to one free copy of your report from each of the three major credit reporting bureaus every 12 months. To order your report from one or all of these credit reporting bureaus, visit www.annualcreditreport.com, call (877) 322-8228, or complete an Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281 (you can print a copy of the request form at <http://www.ftc.gov/bcp/menus/consumer/credit/rights.shtm>). Carefully review your credit reports to verify that your name, address, account, and any other information are accurate and notify the credit reporting bureaus of any errors you detect, and about any accounts you did not open or inquiries from creditors you did not initiate. In addition to your free credit report, you can also purchase a copy of your credit report by contacting one of the three national credit reporting bureaus listed above.
4. **Contact the Federal Trade Commission (“FTC”) or your state’s attorney general to obtain additional information about how to protect against identity theft.** The FTC is a good resource for general questions about identity theft. Maryland and North Carolina residents may also obtain additional information from the state’s Attorney General.

MD Attorney General
Consumer Protection
200 St. Paul Place
Baltimore, MD 21202
Tel: 410.576.6300
In MD: 888.743.0023
www.oag.state.md.us

NC Attorney General
Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001
Tel: 919.716.6000
In NC: 877.566.7226
<http://www.ncdoj.gov/>

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/

5. **You have the right to put a “credit 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.** You have the right to place a security freeze on your credit report. A security freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. Therefore, using a security freeze may interfere with or delay your ability to obtain credit. You may request that a freeze be placed on your credit

report by sending a request to a credit reporting bureau by certified mail, overnight mail or regular stamped mail to the address below.

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

TransUnion (FVAD)
P.O. Box 6790
Fullerton, CA 92834-6790
www.transunion.com

The following information should be included when requesting a security freeze (documentation for you and your spouse must be submitted when freezing a spouse's credit report): full name, with middle initial and any suffixes (e.g. JR, SR, II, etc.); Social Security number; date of birth (month, day and year); current address and previous addresses for the past two years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request also should include a copy of a government issued identification card, such as a driver's license, state or military ID card, and a copy of a utility bill, bank or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). Most states allow the credit reporting bureau to charge a fee to place a freeze or temporarily or permanently remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the credit reporting bureau. In Massachusetts, this fee may not exceed \$5.00, but other states may allow higher fees. You should contact the three credit reporting bureaus for additional details on credit freezes and any associated fees.

- We recommend that you remain vigilant over the next 12 to 24 months and report any suspected identity theft or other misuse of personal information immediately to the proper law enforcement authorities.** In addition to notifying law enforcement, state laws in Iowa and Oregon advise you to report any suspected identity theft to the Iowa Attorney General and the Federal Trade Commission, respectively. You have the right to obtain a police report if you are the victim of identity theft.