



Attorney General Gordon MacDonald  
New Hampshire Attorney General's Office  
NH Department of Justice  
33 Capitol Street  
Concord, NH 03301

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CONSUMER PROTECTION

October 22, 2018

Dear Attorney General MacDonald,

Between approximately June 14, 2018 and July 25, 2018, Travel Leaders Group was the victim of a cyber-incident directly caused by an employee of a third-party contractor who wrongfully gained access to and made edits to customer information that was maintained with Travel Leaders Group's software provider. Some of Travel Leaders Group's customers' personal and private information was subject to unauthorized access. The personal information, as defined by N.H. Rev. Stat. § 359-C:19(IV)(a), of two New Hampshire residents was affected. The personal information of these residents that was accessed during the cyber-incident included their names, addresses, and their credit card numbers.

The third-party contractor that employed the trainee who perpetrated this security breach has heightened the security measures that it takes to ensure that its employees do not exceed their authorization when accessing Travel Leaders Group customer information or use any information that they have access to on the Travel Leaders Group system for an unauthorized purpose. Travel Leaders Group has taken a hard line with its contractor to ensure that these improvements are implemented. Travel Leaders Group is offering clients a package of services to provide identity monitoring at no cost, provided by Kroll, a global leader in risk mitigation and response. New Hampshire residents who have been affected by this cyber-incident will be notified as soon as possible following the notification of New Hampshire authorities.

Adam Ford of Ford O'Brien LLP is acting as counsel for Travel Leaders Group in this matter and can be reached at 212-858-0040 or at [aford@fordobrien.com](mailto:aford@fordobrien.com). Travel Leaders Group's General Counsel, Sara Altschul, can also be contacted in connection with this matter and is available at the following phone number: 212-584-9288.

Best regards,

Adam Ford