



STATE OF NH
DEPT OF JUSTICE
JUL 27 PM 2:10

July 24, 2018

New Hampshire Department of Justice
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

VIA US MAIL

Dear Attorney General MacDonald:

On behalf of TradeMotion, LLC (“TradeMotion”), I write to inform you of an incident involving 426 New Hampshire residents, of which 122 were affected through our website, Parts.com (“Site”), and 304 were affected through our integrated “e-stores,” which we operate as a service provider to assist automotive dealers and manufacturers in the sale of automotive parts, products, and related services to consumers across the United States.

In February and March of 2018, TradeMotion was notified by a small number of consumers and partners that certain consumers had experienced fraudulent credit card charges after using their credit card on a TradeMotion website. We promptly began efforts to investigate these reports. After undertaking an initial investigation, we determined on March 20th that an unauthorized individual or group extracted personal information through a technical vulnerability and by using compromised account credentials. Ultimately, our investigation concluded that an unauthorized person was able to obtain order information, consumer names, billing and mailing addresses, emails, phone numbers, credit/debit card numbers, CVV codes, and expiration dates on five separate occasions in October 2017, January 2018, February 2018, March 2018, and May 2018. TradeMotion has taken steps to block further unauthorized access through this type of attack. In addition, TradeMotion has taken steps to enhance its existing network and email security, including deactivating unused accounts, resetting certain passwords, and minimizing access to personal information. Additionally, we are re-engineering the process in which payment information is collected and stored.

We will begin mailing notifications to affected individuals on July 24, 2018. A generic sample copy of the notification letter that will be mailed to affected individuals is enclosed.

We are offering one year of free identity protection services to New Hampshire residents in response to this incident. This product is offered through LifeLock, and residents may access this service by visiting the LifeLock website and inputting the promotional code we have provided.

If you have any questions, please contact me at (713) 718-1800 or RichardRick_Rauch@reyrey.com.

Sincerely,

/s/

Richard Rauch
Counsel
Enclosure



<Date>

<Name>

<Address>

<City, State, Zip>

Ref# <CustID>

NOTICE OF DATA BREACH

Dear <Name>:

We are writing to notify you of a data security incident involving our website, Parts.com. You are receiving this notice because the personal information you provided when making a purchase on Parts.com may have been affected by this incident. Please read this notice carefully, as it provides information about the incident, the steps we have taken to secure our systems, and the resources available to you to protect yourself against the unauthorized use of your personal information.

What Happened?

TradeMotion was notified by a small number of consumers that they had experienced fraudulent credit card charges after using such card on Parts.com. We promptly began efforts to investigate these reports. After undertaking an investigation, we concluded that an unauthorized individual or group extracted personal information by using compromised account credentials. Specifically, our investigation concluded that the unauthorized person or group was able to extract payment card information on five separate occasions between October 2017 and May 2018.

What Information Was Involved?

This security incident may have resulted in the unauthorized acquisition of the information you provided when placing an order on Parts.com, including your name, billing and shipping addresses, email address, phone number, credit or debit card number, CVV code, and the expiration date for your payment card.

What We Are Doing

In addition to conducting an investigation of this incident, we have taken steps to further secure our system used to fulfill orders and process payments, including deactivating unused accounts, resetting certain passwords, and minimizing access to personal information. Additionally, we are re-engineering the process in which payment information is collected and stored.

We have retained LifeLock® to provide one (1) year of complimentary identity protection services.

To get protection immediately at no cost to you:

1. Visit <https://store.lifelock.com/enrollment?promocode=TMTX2018>, or call 800.899.0180, to enroll.
2. Use the promotion code: **TMTX2018** when prompted as well as your Member ID.
3. Your Member ID is your first name last name plus 5-digit zip code.
4. Ex. JOHNNORTON12345

If you have an issue enrolling please call 866.230.8000.

To take advantage of this offer, you must enroll by October 31, 2018.

Once you have completed the LifeLock enrollment process, the services will be in effect immediately.

TradeMOTION®

Your LifeLock Defender™ membership includes:

- ✓ LifeLock Identity Alert® System
- ✓ Live, U.S.-based Member Service Support
- ✓ Identity Restoration Support
- ✓ Priority Live Member Service Support upon enrollment

What You Can Do

We recommend that you remain vigilant for incidents of fraud and identity theft by obtaining a free copy of your credit report and reviewing your payment card statement for unauthorized charges. If you believe that a charge appearing on your statement is an unauthorized charge, please report the charge to your payment card issuer immediately. If you report a suspected unauthorized charge in a timely manner, you may not be responsible for that charge pursuant to the payment card brands' policies.

For More Information

We sincerely regret that this incident occurred and apologize for any inconvenience it may cause you. This notice was not delayed due to a law enforcement investigation. For more information about this incident, please call our customer support center at 866-230-8000. You can also reach us by mail at 7400 Wilshire, Houston, Texas 77040.

Sincerely,

TradeMotion

Enclosure: Identity Theft Prevention Information



Identity Theft Prevention Information

To protect against identity theft, you can:

- Carefully review all of your bills and account statements for any suspicious charges.
- You may have certain rights under the Fair Credit Reporting Act, including placing a fraud alert or security freeze on your account. You can obtain information from the national consumer reporting agencies or the Federal Trade Commission about fraud alerts and security freezes. You may also contact the three national consumer reporting agencies to report any suspicious charges, request a free credit report, or place a free 90-day fraud alert on your account.
- Obtain a free credit report at <http://www.annualcreditreport.com>, by phone at 1-877-322-8228, or in writing by completing an Annual Credit Report Request Form and mailing it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print a copy of this form at <http://www.consumer.ftc.gov/articles/pdf-0093-annual-report-request-form.pdf>.

If you think your personal information is being or has been improperly used, you can:

- Contact your local law enforcement agency to file a police report. You also may be able to contact your state's attorney general to report the incident, as well as the Federal Trade Commission.
- Contact the Federal Trade Commission at 1-877-ID THEFT (1-877-438-4338) or at Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington, DC 20580. You can also visit their website at www.ftc.gov.

More information about identity theft can be found on the following websites:

- The FTC's Identity Theft Website: <http://ftc.gov/bcp/edu/microsites/idtheft/> and
- The Identity Theft Resource Center: <http://www.idtheftcenter.org/>

Some states provide additional information and resources to assist their residents to prevent identity theft when there is a data security breach.

Information for Maryland Residents

- For more information on identity theft you can contact Maryland's Office of the Attorney General, Address: 200 St. Paul Place, Baltimore, MD 21202; Telephone: (410) 576-6491 website www.oag.state.md.us/idtheft/index.htm.

Information for North Carolina Residents

- For more information on preventing identity theft you can contact the North Carolina's Attorney General's Office, Address: 9001 Mail Service Center, Raleigh, NC 27699-9001; Telephone: (919) 716-6400; Fax: (919) 716-6750; website: <http://www.ncdoj.gov>.

Contact Information – National Consumer Reporting Agencies

Note: If you decide to place a 90-day fraud alert on your account, you need to contact only one of the three consumer reporting agencies listed below. Once you have requested an alert with one agency, your request will be automatically sent to the other two agencies. In most cases, the alert will be placed on your credit file with all three agencies within 48 hours.

<p>Equifax P.O. Box 740250 Atlanta, GA 30374 www.equifax.com</p> <p>For general information, to place a fraud alert, or to request a credit report, call 1-800-525-6285.</p>	<p>Experian P.O. Box 1017 Allen, TX 75013 www.experian.com</p> <p>For general information, to request a credit report, or to place a fraud alert, call 1-888-397-3742.</p>	<p>Trans Union P.O. Box 2000 Chester, PA 19022 www.transunion.com</p> <p>For general information, to request a credit report, or to place a fraud alert, call 1-800-680-7289.</p>
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