

# LATHAM & WATKINS LLP

## FIRM / AFFILIATE OFFICES

Abu Dhabi	Moscow
Barcelona	Munich
Beijing	New Jersey
Boston	New York
Brussels	Orange County
Chicago	Paris
Doha	Riyadh
Dubai	Rome
Frankfurt	San Diego
Hamburg	San Francisco
Hong Kong	Shanghai
Houston	Silicon Valley
London	Singapore
Los Angeles	Tokyo
Madrid	Washington, D.C.
Milan	

December 21, 2011

Office of Attorney General  
Consumer Protection and Antitrust Division  
33 Capitol Street  
Concord, NH 03301

Dear Ladies and Gentlemen:

I am writing on behalf of our client Trion Worlds, Inc. (“Trion”) to notify you that Trion recently discovered that unauthorized intruders gained access to a Trion account database. Although Trion believes it is not required to provide notice under your breach notification statute, we are providing this notification as a courtesy.

The breached database contained information including user names, encrypted passwords, date of birth, email addresses, billing addresses, the first and last four digits and expiration date of credit cards, and the full credit card number encrypted by our payment processor in a manner that allows only that payment processor to access the account number. Although the encryption for the user passwords has been compromised, there is no evidence and Trion has no reason to believe the encryption of the full credit card information has been breached. Thus, while it is clear that some information has been extracted during this unlawful intrusion on Trion’s systems and Trion continues to investigate the extent of access, full credit card account numbers do not appear to be included in the breached data.

Based on its investigation Trion believes that approximately 3.3 million accounts are affected, including 4,731 in New Hampshire. Trion is working with external security experts to review its security and has already taken further action to strengthen its systems.

Our client is preparing to notify all New Hampshire residents affected by the unauthorized access by e-mail on or about December 22, 2011. In addition to information about the breach, the notice also provides contact information should users have questions about the incident as well as links to information about how to obtain a credit report and how to implement a credit hold together with general resources for dealing with identity theft. A copy of the planned notification is attached. The company is taking steps to ensure users change their existing Trion account passwords, and has cautioned users to take additional steps to protect other accounts where they used the same credentials.

LATHAM & WATKINS<sup>LLP</sup>

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin C. Boyle". The signature is fluid and cursive, with a long horizontal stroke at the end.

Kevin C. Boyle  
of LATHAM & WATKINS LLP

Attachment

**TRION WORLDS, INC.**

**Subject: Important notification concerning your Trion Worlds account**

Dear [FIRST NAME],

We recently discovered that unauthorized intruders gained access to a Trion Worlds account database. The database in question contained information including user names, encrypted passwords, dates of birth, email addresses, billing addresses, and the first and last four digits and expiration dates of customer credit cards.

**There is no evidence, and we have no reason to believe, that full credit card information was accessed or compromised in any way.** We have already taken further action to strengthen our systems, even as we, with external security experts, continue to research the extent of the unauthorized access.

You will notice on your next log in to our website that you will be required to change your password, and existing Mobile Authenticator users will also need to reconnect their Authenticator. When you log in, you will be prompted to provide a new password, security questions and answers, and be given the option to connect your account to our Mobile Authenticator to enhance your account's security.

If you have used your username and password for other accounts, especially financial accounts or accounts with personal information, we suggest you change your passwords on those accounts as well. We recommend that you carefully review your statements, account activity, and credit reports to help protect the security of those accounts. If you need information on how to obtain your credit report or believe any such accounts have been breached, please visit [www.trionworlds.com/AccountNotification](http://www.trionworlds.com/AccountNotification) for more information.

**You should have continued, uninterrupted access to RIFT, and we do not anticipate any disruptions to your playing time.**

Nevertheless, if you own the RIFT game, you will be granted three (3) days of complimentary RIFT game time once you update your password and security questions.

Additionally, once you update your account and set a new password, your account will be granted a **Moneybags' Purse**, which increases your looted coin by 10%, even if you have not yet purchased RIFT.

Please log in to <https://rift.trionworlds.com> (and we recommend that you copy and paste this link into your browser to access the site) to update your password, security questions and Authenticator.

We apologize for any inconvenience this may have caused you. If you have further questions, please visit our website, [www.trionworlds.com/AccountNotificationFAQ](http://www.trionworlds.com/AccountNotificationFAQ).

- The Trion Worlds Team

Text to be included at the link:

## ADDITIONAL INFORMATION

To protect against possible identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements and to monitor your credit reports. Provided below are the names and contact information for the three major U.S. credit bureaus and additional information about steps you may take to obtain a free credit report and/or place a security freeze on your credit report. If you believe those accounts may have been breached or that your identity may have been stolen, you should contact law enforcement, including the Federal Trade Commission. If you believe you are the victim of identity theft, you also have right to file a police report and obtain a copy of it.

### INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228.

### INFORMATION ON IMPLEMENTING A SECURITY FREEZE

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013

Trans Union Security Freeze  
Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business

days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

#### ADDITIONAL RESOURCES

You may wish to visit the web site of the U.S. Federal Trade Commission at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) or reach the FTC at 1-877-382-4357 or 600 Pennsylvania Avenue, NW, Washington, DC 20580 for further information about how to protect yourself from identity theft. Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, and the FTC. For North Carolina residents, the Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; telephone (877) 566-7226; or [www.ncdoj.gov](http://www.ncdoj.gov).