

Federal Express

December 9, 2010

Attorney General Michael A. Delaney
New Hampshire State Attorney General's Office
33 Capitol Street
Concord, NH 03301

Re: Twin America LLC
Notification of Security Breach under N.H. Rev. Stat. 359-C.20

Dear Attorney General Delaney:

We write to advise you of unauthorized access to a database containing personal information described in detail below. The incident involved a SQL injection on a web server of our client Twin America LLC d/b/a CitySights NY (the "Company") that compromised the security of certain personal information of residents of New Hampshire. The incident affected the information of an estimated 110,000 of the Company's customers, approximately 300 of whom are New Hampshire residents.

Learning About the Incident. On or about October 25, 2010, the Company first learned that credit card information of its customers may have been compromised when a web programmer discovered unauthorized script that appears to have been uploaded to the Company's web server, which is believed to have compromised the security of the database maintained on that server. It appears that this SQL injection script occurred on or about September 26, 2010, and that it successfully permitted unauthorized access to the database on September 26, 2010 with further attempts occurring up to October 19, 2010.

The database contained cardholder name, address, email address, credit card number, expiration date and CVV2. The database did *not* contain Social Security numbers, drivers' license or other state-issued identification numbers, or other personal information.

Upon discovery of the incident, the Company took the following actions: (i) filed a complaint with the FBI Internet Crime Complaint Center; (ii) investigated the situation; (iii) engaged our law firm to oversee forensics, coordinate appropriate data breach response, and advise on legal obligations under applicable state and federal laws; (iv) engaged Kroll, Inc. ("Kroll") to investigate the incident to determine the extent of the unauthorized access or acquisition; (v) committed to notify and offer solutions to the affected individuals; (vi) notified its credit card processors and the credit card brands; and (vii) prepared notices for distribution to individuals and governmental authorities explaining the incident and the steps undertaken to protect affected individuals.

Attorney General Michael A. Delaney
December 9, 2010
Page 2

Investigating the Incident. As noted above, the Company, with the assistance of Kroll, determined that hackers obtained access to the personal information of approximately 300 New Hampshire residents. Using the Company's backup log files, Kroll ran searches to determine the extent of unauthorized access and identified the individuals whose personal information could have been accessed.

Communicating with Affected Individuals. In order to ensure that affected individuals could take immediate steps to protect themselves from possible fraudulent charges, the Company will promptly notify them of the incident by sending notices via first-class mail on or about December 10, 2010. The notification materials, a template of which is enclosed with this letter, will advise customers to remain vigilant by reviewing account statements and monitoring free credit reports. The notifications materials will also offer call center support and free credit monitoring services to affected individuals.

Services to Affected Individuals. The notification materials will also describe the various services the Company has made available to affected individuals through Experian®. The Company has instructed Experian to provide affected individuals free of charge with toll-free access to its call center and credit monitoring services. The offered services also include identity theft insurance.

The Company believes the services offered to its customers will help them immediately respond to any threats of fraudulent charges or other misuse of their data as a result of this isolated incident.

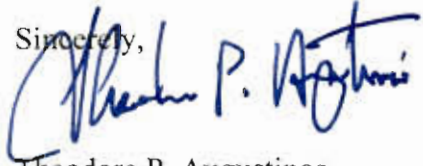
Efforts to Deter Future Breach. The Company has taken several important steps to improve the level of its data security by increasing the profile of data security issues within the Company at all levels, up to and including senior management. All administrative level passwords were changed and enforced with stronger complexity rules. Access to the admin panel and server was restricted to a limited number of approved IP addresses. Identified database scripting vulnerabilities were remediated and an applications firewall was installed to prevent further attacks. An independent penetration test was conducted and is being reviewed for any potential recommendations. External penetration test of the hosted site was conducted and identified. Data relating to the incident has been preserved and is currently being analyzed to determine the extent of the unauthorized access. The Company continues to monitor its systems and has reconfigured its systems so that transactions will be processed without storing credit card data on the Company's servers. The Company is working with Kroll to further enhance network security.

EDWARDS ANGELL PALMER & DODGE LLP

Attorney General Michael A. Delaney
December 9, 2010
Page 3

We trust that this letter and its enclosures provide you with the information required to assess this incident and the Company's response. Please let us know if you have additional questions or if we may be of further assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read "Theodore P. Augustinos". The signature is written in a cursive style with a large initial "T".

Theodore P. Augustinos

Enclosure



TwinAmerica

December 10, 2010



012345 T-000##
SAMPLE A SAMPLE
APT. 123
123 ANY ST
ANYTOWN, US 12345-6789



RE: Important Notice Regarding Credit Card Account Ending in [1234]

Dear SAMPLE A SAMPLE:

At Twin America LLC d/b/a CitySights NY (“CitySights”), we take seriously the security and privacy of our customers’ information. In October 2010, CitySights discovered that a computer hacker was able to obtain access in the end of September and October 2010 to a database that contained your name, address and email address, as well as information related to your credit card identified above, which you used to purchase a ticket from CitySights through our website. The credit card information included your card number, expiration date and CVV2.

Our first priority is to address and minimize your risk of loss and your inconvenience. CitySights has strengthened and enhanced its website security, including access controls and firewalls. In order to help you detect the possible misuse of your information, we are providing call center support and offering you a free one-year membership in Triple Alert™ from ConsumerInfo.com, Inc. an Experian® company, to provide you with credit monitoring capabilities and assistance in identity theft protection. Triple Alert is completely free to you and enrolling in this program will not hurt your credit score.

In addition, as an expression of our regret for this situation, enclosed is a coupon for 50% off one of our tours.

For any questions concerning this incident, please call the call center to speak with Experian Customer Care representatives toll-free at **(866) 926-9803** Monday through Friday from 9 a.m to 9 p.m. Eastern Time.

If you choose to enroll in Triple Alert, Experian will begin to monitor your credit reports from Experian, Equifax® and TransUnion® on a daily basis and notify you of key changes. This will help you identify potentially fraudulent use of your information, and provide you with immediate assistance from a dedicated team of fraud resolution representatives should you need help.

Triple Alert 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 of 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 necessary, and compile documents; and contact all relevant government agencies
- ◆ Identity theft insurance – if you become a victim of identity theft while a member, you may be reimbursed up to \$25,000 (\$10,000 for New York State residents) with no deductible for certain identity theft expenses for costs such as lost wages, private investigator fees, and unauthorized electronic fund transfers. Identity theft insurance is underwritten by Virginia Surety Company, Inc. and is not available in U.S. overseas Commonwealth or Territories (e.g., Puerto Rico).

To activate your free 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) 926-9803** during the hours stated above.

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

Once your enrollment in Triple Alert is complete, you should carefully review your credit reports for inaccurate or suspicious items. If you have questions about this incident or Triple Alert, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care toll free at **(866) 926-9803** during the hours indicated above.

As always, we recommend that you remain vigilant and review your account statements and credit reports regularly. If you would like to speak with Twin America directly to verify the source of this letter, please call us at (866) 361-5562, 9 a.m. to 5 p.m. Eastern time, Monday through Friday. Please note that the enclosure contains certain information required to be provided to residents of certain states.

We take our obligation to protect our customers' information seriously, and we regret any inconvenience or concern that this incident may cause.

Sincerely,



Mark Marmurstein
President

Enclosures

Notification Requirements for Residents of Particular States

If you reside in Hawaii, Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, Vermont, Virginia, West Virginia, or Wyoming, please read the following:

You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing credit card account statements and monitoring your credit report for unauthorized activity. You may obtain a free copy of your credit report by contacting any one or more of the following national consumer reporting agencies:

Equifax
P.O. Box 740241
Atlanta, Georgia 30374
1-800-685-1111
www.equifax.com

Experian
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022
1-800-888-4213
www.transunion.com

If you reside in Massachusetts or West Virginia, please read the following:

You have the right to obtain a police report if you are a victim of identity theft. You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent; however, using a security freeze may delay your ability to obtain credit.

To place a security freeze on your credit report, send a request to a consumer reporting agency by certified mail, overnight mail, or regular stamped mail. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; and (5) any applicable incident report or complaint with a law enforcement agency or the Registry of Motor Vehicles. The request must also include a copy of a government-issued identification card and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. The consumer reporting agency may charge a fee of up to \$5.00 to place a freeze or lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and you have submitted a valid police report relating to the identity theft incident to the consumer reporting agency.

Equifax Security Freeze
P.O. Box 105788
Atlanta, Georgia 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

If you reside in Maryland or North Carolina, please read the following:

You can obtain information from the Maryland and North Carolina Offices of the Attorneys General and the Federal Trade Commission about steps you can take to avoid identity theft.

Maryland Office of the
Attorney General
Consumer Protection Division
200 St. Paul Place
Baltimore, MD 21202
1-888-743-0023
www.oag.state.md.us

North Carolina Office of the
Attorney General
Consumer Protection Division
9001 Mail Service Center
Raleigh, NC 27699-9001
1-877-566-7226
www.ncdoj.com

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/

If you reside in Iowa, please read the following:

You are advised to report any suspected identity theft to law enforcement or to the Attorney General.

If you reside in Oregon, please read the following:

You are advised to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.



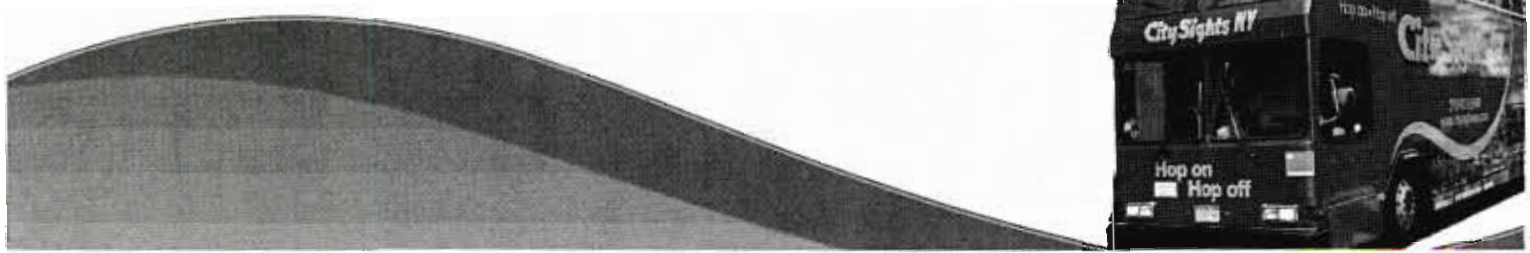


50%* OFF

Coupon Code: 012345



- All Around Town Tour
- Uptown Treasures and Harlem Tour
- Downtown Tour
- Brooklyn Tour
- Night Tour



*Offer must be redeemed online at www.CitySightsNY.com. Please use code above.

This offer has no cash value, may not be combined with other offers. It is nontransferable. Valid until December 14th, 2011. One tour per coupon per person.