



DLA Piper LLP (US)  
500 Eighth Street, NW  
Washington, DC 20004  
www.dlapiper.com

James N. Duchesne  
james.duchesne@dlapiper.com  
T 202.799.4384  
F 202.799.5448

July 6, 2017  
VIA CERTIFIED MAIL

RECEIVED

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Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301

CONSUMER PROTECTION

Dear Attorney General Foster:

I am writing on behalf of our client United Airlines ("United") to notify you of an incident involving the theft of New Hampshire residents' personal information by a now former employee that likely occurred sometime between 2013 and 2014. United learned of this incident when it was notified by the Federal Bureau of Investigation in May 2017.

At the FBI's request, United did not notify any individuals or state regulators so the FBI could conduct its investigation into this incident. The FBI recently informed United that its investigation was at a point where United could begin providing notice of this incident to affected individuals and state regulators.

The incident resulted in the unauthorized access to the personal information (as defined under N.H. Rev. Stat. § 359-C:19 et seq.) of six (6) New Hampshire residents. The personal information that may have been accessed includes:

- Stolen United paper documents, which included individuals' names, MileagePlus (frequent flyer) numbers, and credit card information (without security codes) of United customers.

Since learning of this incident, United has worked closely with the FBI. United is offering affected individuals one year of identity monitoring services from ID Experts. To take advantage of this offer, individuals can follow the instructions in their notification letter.

United is in the process of notifying those affected. A copy of the notice template that will be sent to New Hampshire residents is attached. Please contact me at 202-799-4384 if you have any questions.

Respectfully,

DLA Piper LLP (US)

James N. Duchesne

JND  
Attachment



C/O ID Experts  
10300 SW Greenburg Rd. Ste. 570  
Portland, OR 97223

<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip Code>>

June 30, 2017

## NOTICE OF DATA BREACH

Dear <<First Name>>,

### What Happened?

United recognizes the importance of safeguarding its customers' personal information. To that end, United has administrative, technical and physical safeguards for that information. Even the most rigorous safeguards, however, cannot guarantee protection against criminal conduct.

We are writing to inform you of an incident involving theft of your personal information that likely occurred sometime between 2013 and 2014. Law enforcement provided us relevant information about this incident in 2017, including that it might have affected your information, but requested that we delay in notifying you while it continued to investigate. Law enforcement now has permitted us to send this notice to you.

### What Information Was Involved?

During a law enforcement investigation, authorities obtained stolen United paper documents, which included your name, MileagePlus number, and credit card information (without security code) for your card ending in <<Last 4>>.

These documents had been used by United to manually process certain credit card charges that had been authorized by MileagePlus account holders. These documents contained information about a charge you authorized in <<Transaction Date>>.

### What We Are Doing.

We understand that the theft of your personal information, and any related inconvenience is upsetting. We regret that this incident has occurred, and we apologize for any inconvenience it may cause you.

We are cooperating with law enforcement authorities in their ongoing investigation.

We have engaged ID Experts® to help answer questions you may have.

## What You Can Do.

The Federal Trade Commission (FTC) recommends that you remain vigilant by checking your credit reports periodically. Checking your credit reports periodically can help you spot problems and address them quickly. You can also order free copies of your annual reports through [www.annualcreditreport.com](http://www.annualcreditreport.com). You should also monitor your financial accounts for any suspicious activity. For more information about steps you can take to reduce the likelihood of identity theft or fraud, call 1-877-ID-THEFT (877-438-4338), visit the FTC's website at <http://www.ftc.gov/bcp/edu/microsites/idtheft/>, or write to: Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. However, if you believe you are the victim of identity theft, you should immediately contact your local law enforcement agency or the FTC.

We encourage you to contact ID Experts with any questions by calling 1-800-939-4170. ID Experts agents are available Monday through Friday 6 am – 5 pm Pacific Time (excluding holidays and weekends).

## Other Important Information.

### Law Enforcement Delay

Because of an ongoing law enforcement investigation into this incident, we delayed sending this notification.

### Information on Credit Report Fraud Alerts

You may also place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts.

Experian	Equifax	TransUnion
1-888-397-3742 <a href="http://www.experian.com">www.experian.com</a> Experian Fraud Division P.O. Box 9554 Allen, TX 75013	1-800-525-6285 <a href="http://www.equifax.com">www.equifax.com</a> Equifax Information Services LLC P.O. Box 105069 Atlanta, GA 30348-5069	1-800-680-7289 <a href="http://www.transunion.com">www.transunion.com</a> P.O. Box 6790 Fullerton, CA 92834-6790

You can also place fraud alerts online by visiting the following websites:

- **Experian:** <https://www.experian.com/fraud/center.html>
- **Equifax:** [https://www.alerts.equifax.com/AutoFraud\\_Online/jsp/fraudAlert.jsp](https://www.alerts.equifax.com/AutoFraud_Online/jsp/fraudAlert.jsp)
- **TransUnion:** <http://www.transunion.com/corporate/personal/fraudIdentityTheft/fraudPrevention/fraudAlert.page>

### Information on Credit Freezes

In addition to a fraud alert, you may also have a security freeze placed on your credit file. A security freeze will block a credit bureau from releasing information from your credit report without your prior written authorization. However, please be aware that it may delay, interfere with, or prevent the timely approval of any requests you make for new loans, mortgages, employment, housing or other services. To place a security freeze on your credit report, you will need to send a written request to a consumer reporting agency (listed above) by certified mail,

overnight mail, or regular stamped mail. The consumer reporting agency may charge a fee of up to \$10.00 to place a freeze or lift or remove a freeze.

You can also place security freezes online by visiting the following websites:

- **Experian:** <https://www.experian.com/freeze/center.html>
- **Equifax:** [https://www.freeze.equifax.com/Freeze/jsp/SFF\\_PersonalIDInfo.jsp](https://www.freeze.equifax.com/Freeze/jsp/SFF_PersonalIDInfo.jsp)
- **TransUnion:** <https://freeze.transunion.com/sf/securityFreeze/landingPage.jsp>

**For More Information.**

Call 1-800-939-4170.

**Other State Specific Notices**

***For residents of Oregon***

State law advises you to report any suspected identity theft to local police or other law enforcement officials, Oregon's Attorney General as well as the Federal Trade Commission.

***For residents of Maryland, North Carolina, and Rhode Island***

You can obtain information from the Maryland, North Carolina, and Rhode Island Office of the Attorney General and the Federal Trade Commission about steps you can take to avoid identity theft.

<b>Maryland Office of the Attorney General</b> Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 <a href="http://www.oag.state.md.us">www.oag.state.md.us</a>	<b>North Carolina Office of the Attorney General</b> Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 <a href="http://www.ncdoj.com">www.ncdoj.com</a>	<b>Rhode Island Office of the Attorney General</b> Rhode Island Office of the Attorney General 150 South Main Street Providence, RI 02903 (401) 274-4400 <a href="http://www.riag.ri.gov/">http://www.riag.ri.gov/</a>	<b>Federal Trade Commission</b> Consumer Response Center 600 Pennsylvania Avenue, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) <a href="http://www.ftc.gov/bcp/edu/microsites/idtheft">www.ftc.gov/bcp/edu/microsites/idtheft</a>
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