

MARSHALL, DENNEHEY, WARNER, COLEMAN & GOGGIN

A P R O F E S S I O N A L C O R P O R A T I O N

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July 27, 2011

VIA OVERNIGHT MAIL

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

Re: Incident Notification

Dear Attorney General Delaney:

We submit this notification on behalf of our client, Ascensus, Inc., regarding some of the personal information it maintains in connection with services provided for employer-sponsored retirement plans and IRAs.

On April 15, 2011, federal law enforcement authorities informed our client that they were investigating a criminal attack involving the use of a new malware virus and that some computers on its network, as well as those of many other companies, were infected. Our client was informed that the malicious software involved could potentially allow criminals to collect information from infected computers.

Our client took immediate action to block the virus and remove it from its network. Our client also launched an internal investigation and retained outside security and computer forensics experts to help identify any data that may have been compromised in the attack. Our client is cooperating with federal law enforcement and recently completed a comprehensive investigation of its network. This investigation required significant efforts to decode and analyze numerous files that may have been created by the malware.

As a result of this investigation, our client found files that may have been created by the virus and that contained names and social security numbers of some individuals. Our client cannot be sure whether any of this information was in fact accessed by any unauthorized person. As a precautionary measure, our client is notifying affected individuals of this incident and offering them one year of free credit monitoring through Experian. There are 14 New Hampshire residents potentially affected by this incident. Notification will be sent to those residents, on or about July 28, 2011, in the forms attached hereto.

At the time of this incident, Ascensus, Inc. had in place sophisticated anti-virus software and tools to detect and remove known malware from its systems. Our client continues to maintain administrative and technical procedures consistent with safeguarding personal information. In order to help avoid any future incidents, our

Office of the Attorney General

July 27, 2011

Page 2

client has conducted a comprehensive internal review of its systems and procedures to further secure its technology environment against emerging malware threats.

Very truly yours,

A handwritten signature in black ink, appearing to read "Eric A. Packel". The signature is fluid and cursive, with a prominent initial "E" and a long, sweeping tail.

Eric A. Packel

EAP/mp
Enclosure



Wednesday, July 27, 2011

«Pptfirstname» «Pptlastname»
«Pptaddress1»
«Pptaddress2»
«Pptcity», «PPTSTATE» «PPTZip»

Dear «Pptfirstname» «Pptlastname»:

For more than 30 years Ascensus, Inc. has provided the highest quality administration services for IRAs. The privacy and confidentiality of the personal information entrusted to us has always been our top priority.

Unfortunately, we regret to inform you of an incident related to the personal information we maintain to service your IRA.

On April 15, 2011, federal law enforcement authorities informed us that they were investigating a criminal attack involving the use of a new malware virus and that some computers on our network, as well as those of many other companies, were infected. The malicious software involved could potentially allow criminals to collect information from infected computers.

We took immediate action to block the virus and remove it from our network. We launched an internal investigation and retained outside security and computer forensics experts to help us identify any data that may have been compromised in the attack.

We are cooperating with federal law enforcement and recently completed a comprehensive investigation of our network with the assistance of outside security experts. During this investigation, we found your name and social security number in data that may have been created by the virus. We cannot be sure whether your information was accessed by any unauthorized person, but we wanted to make you aware of the situation. We are not aware that any IRA holder has experienced any fraudulent activity as a result of the malware attack.

We deeply regret the inconvenience this attack may have caused, and we are offering you a free one-year membership in Experian's ProtectMyID™ Elite. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. Unfortunately, due to privacy laws, we are not able to enroll you directly. Enrollment in ProtectMyID is available only to individuals who are at least 18 years old and have a U.S. credit file. An Experian representative will be able to answer any questions about services that can be provided to minors. **For more information on ProtectMyID and instructions on how to activate your complimentary one-year membership, please see the last page of this letter.**

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting companies.

To order your annual free report please visit www.annualcreditreport.com, call toll free at 1-877-322-8228, or directly contact the three nationwide credit reporting companies. Contact information for the three nationwide credit reporting companies is as follows:

Equifax
PO Box 740241
Atlanta, GA 30374
www.equifax.com
1-800-525-6285

Experian
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com
1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general's office in your home state. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

We want to assure you that we are taking this matter very seriously. We have conducted a comprehensive internal review of our systems and procedures to further secure our technology environment against emerging malware threats. If you have any questions, please call

Sincerely,



Steve Christenson
Executive Vice President

ProtectMyID Elite Enrollment Information

1. **You Must Enroll By: October 31, 2011**
2. **ProtectMyID Web Site: www.protectmyid.com/enroll or call 877-441-6943 to enroll**
3. **Your Activation Code:**

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Surveillance Alerts™ from ProtectMyID on any key changes in your credit report, a change of address, or if an Internet Scan detects that your information may have been found in an online forum where compromised credentials are traded or sold.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

Your complimentary One Year ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Surveillance Alerts**
 - **Credit:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections.
 - **Internet Scan:** Alerts you if your Social Security Number or Credit and/or Debit Card numbers are found on sites where compromised data is found, traded or sold.
 - **Change of Address:** Alerts you of any changes in your mailing address.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **Lost Wallet Protection:** If you ever misplace or have your wallet stolen, an agent will help you cancel your credit, debit and medical insurance cards.
- **\$1 Million Identity Theft Insurance*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, 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 team at 877-441-6943.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

<<Date>>

<<Name>>

<<Street Address>>

<<City, State Zip>>

Dear <<Salutation>>:

For more than 30 years Ascensus, Inc. has provided the highest quality recordkeeping and administration services for employer-sponsored retirement plans. The privacy and confidentiality of the personal information entrusted to us has always been our top priority.

Unfortunately, we regret to inform you of an incident related to the personal information we maintain to service your retirement plan.

On April 15, 2011, federal law enforcement authorities informed us that they were investigating a criminal attack involving the use of a new malware virus and that some computers on our network, as well as those of many other companies, were infected. The malicious software involved could potentially allow criminals to collect information from infected computers.

We took immediate action to block the virus and remove it from our network. We launched an internal investigation and retained outside security and computer forensics experts to help us identify any data that may have been compromised in the attack.

We are cooperating with federal law enforcement and recently completed a comprehensive investigation of our network with the assistance of outside security experts. During this investigation, we found your name and social security number in data that may have been created by the virus. We cannot be sure whether your information was accessed by any unauthorized person, but we wanted to make you aware of the situation. We are not aware that any plan participant has experienced any fraudulent activity as a result of the malware attack.

We deeply regret the inconvenience this attack may have caused, and we are offering you a free one-year membership in Experian's ProtectMyID™ Elite. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. Unfortunately, due to privacy laws, we are not able to enroll you directly. Enrollment in ProtectMyID is available only to individuals who are at least 18 years old and have a U.S. credit file. An Experian representative will be able to answer any questions about services that can be provided to minors. **For more information on ProtectMyID and instructions on how to activate your complimentary one-year membership, please see the last page of this letter.**

Even if you choose not to take advantage of this free credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting companies. To order your annual free report please visit www.annualcreditreport.com, call toll free at 1-877-322-8228, or directly contact the three nationwide credit reporting companies. Contact information for the three nationwide credit reporting companies is as follows:

Equifax
PO Box 740241
Atlanta, GA 30374
www.equifax.com
1-800-525-6285

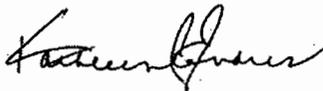
Experian
PO Box 9554
Allen, TX 75013
www.experian.com
1-888-397-3742

TransUnion
PO Box 6790
Fullerton, CA 92834
www.transunion.com
1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general's office in your home state. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

We want to assure you that we are taking this matter very seriously. We have conducted a comprehensive internal review of our systems and procedures to further secure our technology environment against emerging malware threats. If you have any questions, please call

Sincerely,



Kathleen C. Endres
Executive Vice President
Client Services

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ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

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*** Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.**