



**Experian Regulatory Compliance**  
701 Experian Parkway  
Allen, TX 75013  
www.experian.com

Regulatory Compliance A253C

April 5, 2012

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

Re: Requirement of New Hampshire N.H. Rev. Stat. §§ 359-C

Dear Attorney General:

In accordance with state law, I wish to inform you that Experian, one of the nationwide credit reporting agencies, intends to notify two New Hampshire residents about unauthorized access to their personal information. The residents will be notified by US mail this week and will be provided credit monitoring services. A copy of the written notification is enclosed.

If you have any questions concerning this issue, please feel free to contact me at (714) 830-5255.

Sincerely,

A handwritten signature in black ink that reads "Laura Mundy".

Laura Mundy  
Vice President  
Regulatory Compliance

CFG



Regulatory Compliance A253C  
 Experian / «CaseID»«OBS»  
 475 Anton Blvd  
 Costa Mesa CA 92626-7037

April 5, 2012

«FIRST» «MI» «SURNAME» «GC»  
 «ADDRESS»  
 «CITY» «ST» «ZIP»

This letter is to inform you that your personal information may have been accessed without proper authorization. This unauthorized access took place sometime between August 2, 2011 and August 9, 2011.

Experian, one of the nationwide credit reporting agencies, identified that certain consumer information was accessed without proper authorization using an Experian client's login information. The consumer information consists of information typically found in a consumer report. Such information includes your name and address and one or more of the following: Social Security number, date of birth, or account numbers.

Experian's client, Crown Financial Group, may appear as an inquiry on your credit report as "Crown Financial Group." This inquiry may be there even if you are not a Crown Financial Group customer and even though it was not Crown Financial Group that accessed your information. Rest assured, if this inquiry is on your report, it will not display to anyone except you, and therefore will not have any impact on your credit rating.

For your convenience, a toll free number was established to provide assistance with any questions you have. Please contact (800) 232-8081 and an Experian representative will assist you. Representatives are available Monday through Friday from 8:00 am to 5:00 pm Central Standard Time.

Experian is providing the following information to help protect you from potential misuse of your information, including identity theft:

**We recommend contacting the nationwide credit reporting agencies as soon as possible to:**

- Add a security alert statement to your credit file at all three national credit reporting agencies: Equifax, TransUnion and Experian. You only need to contact one of the three agencies listed below; your request will be shared electronically with the other two agencies. This security alert will remain on your credit file for 90 days. Information on security freezes may also be obtained.
- Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
- Receive a free copy of your credit report.

Equifax  
 P.O. Box 740256  
 Atlanta, GA 30374  
 (800) 525-6285  
 www.equifax.com

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

Experian  
 P.O. Box 9554  
 Allen, TX 75013  
 (888) 397-3742  
 www.experian.com/consumer

**For your convenience, Experian also offers the above service online at <http://www.experian.com/fraud> with the added benefit of allowing you immediate access to your credit report.**

We also advise being vigilant when reviewing your account statements for any unusual activity. Another way to protect your identity from any misuse is to review your credit report frequently to ensure that all information is accurate. To assist you with protecting your personal information, Experian will provide you with a complimentary year of credit monitoring and report through Experian's ProtectMyID™ product. This service will provide credit monitoring for you at each of the three national credit bureaus.

### Activate ProtectMyID in Three Easy Steps

1. ENSURE That You Enroll By: 1/31/2013
2. VISIT the ProtectMyID Web Site: [www.protectmyid.com/enroll](http://www.protectmyid.com/enroll) or call 877-441-6943 to enroll
3. PROVIDE Your Activation Code: [code]

### Your complimentary 12-month ProtectMyID membership includes:

- **Credit Report:** A free copy of your Experian credit report
- **Surveillance Alerts**
  - **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax, and TransUnion credit reports
  - **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.

If you have any questions during the enrollment process, please contact customer service toll-free at: (877) 441-6943. For your convenience, our call center is open 6:00 am to 6:00 pm Mon-Fri and 8:00 am to 5:00 pm Sat and Sun (Pacific Time).

Additionally, the Federal Trade Commission ("FTC") offers consumer assistance and educational materials relating to identity theft, privacy issues and security freezes. The FTC may be contacted at:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(877) 438-4338  
<http://www.ftc.gov/bcp/edu/microsites/idtheft/>

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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.

We hope this information is helpful to you, and Experian sincerely regrets any inconvenience or concern this incident may cause.

Sincerely,

A handwritten signature in cursive script that reads "L. Mundy".

L. Mundy  
Vice President  
Regulatory Compliance