

# NORTON ROSE FULBRIGHT

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November 30, 2015

**By Certified Mail  
Return Receipt Requested**

Office of the New Hampshire Attorney General  
Consumer Protection & Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301

## **Re: Legal Notice of Information Security Incident**

Dear Sirs or Madams:

I write on behalf of my client, First Transit, Inc. to inform you of a potential security incident involving personal information that may have affected approximately 1 New Hampshire resident. First Transit is notifying affected individuals and outlining some steps they may take to help protect themselves.

On October 21, 2015, following an extensive forensic investigation, First Transit learned that unauthorized individuals installed malicious software on a computer server on approximately October 23, 2011, that may have compromised certain employee information that was contained on the server. The company believes that between October 23, 2011, and September 30, 2015, the malware could have compromised employee information including name, Social Security Number, driver's license or identification number, date of birth, address, and phone number.

First Transit takes the privacy of personal information seriously, and deeply regrets that this incident occurred. First Transit took steps to address and contain this incident promptly after it was discovered, including disabling the malware and taking the affected server offline to prevent any possible further exposure of information. In order to avoid incidents like this from occurring in the future, First Transit has replaced the server with a clean and hardened server with additional security enhancements, including a threat manager monitoring tool.

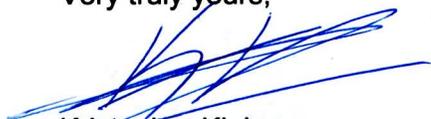
Affected individuals are being notified via written letter, which will begin mailing on or around December 4, 2015. A form copy of the notice being sent to the affected New Hampshire resident is included for your reference.

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If you have any questions or need further information regarding this incident, please contact me at (303) 801-2758 or [kris.kleiner@nortonrosefulbright.com](mailto:kris.kleiner@nortonrosefulbright.com).

Very truly yours,



Kristopher Kleiner

KCK  
Enclosure

**First Transit, Inc.**

November [DATE], 2015

[ADDRESS]

Dear [NAME],

First Transit, Inc. ("First Transit"), is writing to inform you of a potential security incident involving certain personal information you provided to First Transit. We take the protection of our employees' information very seriously and, as a precaution, are providing this notice and outlining some steps you may take to help protect yourself. We sincerely apologize for any frustration or concern this may cause you.

In connection with implementing security enhancements to our systems, First Transit recently discovered potentially malicious files on one of our servers. Upon discovery of these files, we promptly engaged an independent forensic investigation firm to assist us with the investigation and remediation of the incident. Based upon an extensive forensic investigation, it appears that unauthorized individuals installed malicious software on one of our servers on approximately October 23, 2011. Between that date and September 30, 2015, we believe that the malware could have compromised certain personal information, such as your name, Social Security Number, and driver's license or identification number, and other information, such as date of birth, address, and phone number, that was contained in employee files. Although the forensic investigation has not identified any evidence that information from employee files was accessed or taken, we are notifying you of this incident out of an abundance of caution.

We take the privacy of personal information seriously, and deeply regret that this incident occurred. Upon learning of the incident, we promptly took steps to address the situation, including disabling the malware and taking the affected server offline to prevent any possible further exposure of information. In order to avoid incidents like this from occurring in the future, we have replaced the server with a clean and hardened server with additional security enhancements, including a threat manager monitoring tool.

We want to make you aware of steps you can take to guard against fraud or identity theft. We recommend that you carefully check your credit reports for accounts you did not open or for inquiries from creditors you did not initiate. If you see anything you do not understand, call the credit agency immediately. If you find any suspicious activity on your credit reports, call your local police or sheriff's office, and file a police report for identity theft and get a copy of it. You may need to give copies of the police report to creditors to clear up your records. Also, please review the enclosed "Information About Identity Theft Protection" reference guide that describes additional steps you may take to help protect yourself, including details about placing a fraud alert or security freeze on your credit file.

Finally, if you have additional questions or concerns about this incident, you may call 513-362-4501 between 9:00 a.m. and 5:00 p.m. Eastern time, Monday through Friday. Again, we are sorry for any inconvenience or concern this event may cause you.

Sincerely,

Thomas J. Harris  
Vice President of Human Resources  
First Transit, Inc.

## Information about Identity Theft Protection

We recommend that you regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com), by calling toll-free 1-877-322-8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed at the bottom of this page.

You should remain vigilant with respect to reviewing your account statements and credit reports, and you should promptly report any suspicious activity or suspected identity theft to us and to the proper law enforcement authorities, including local law enforcement, your state's attorney general, and/or the Federal Trade Commission ("FTC"). You may contact the FTC or your state's regulatory authority to obtain additional information about avoiding and protection against identity theft: Federal Trade Commission, Consumer Response Center 600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General: 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](http://www.oag.state.md.us)

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from North Carolina Attorney General's Office: North Carolina Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, 1-877-5-NO-SCAM, [www.ncdoj.gov](http://www.ncdoj.gov)

**Fraud Alerts:** There are also two types of fraud alerts that you can place on your credit report to put your creditors on notice that you may be a victim of fraud: an initial alert and an extended alert. You may ask that an initial fraud alert be placed on your credit report if you suspect you have been, or are about to be, a victim of identity theft. An initial fraud alert stays on your credit report for at least 90 days. You may have an extended alert placed on your credit report if you have already been a victim of identity theft with the appropriate documentary proof. An extended fraud alert stays on your credit report for seven years. You can place a fraud alert on your credit report by contacting any of the three national credit reporting agencies at the addresses or toll-free numbers listed at the bottom of this page.

**Credit Freezes:** You may have the right to put a credit freeze, also known as a security freeze, on your credit file, so that no new credit can be opened in your name without the use of a PIN number that is issued to you when you initiate a freeze. A credit freeze is designed to prevent potential credit grantors from accessing your credit report without your consent. If you place a credit freeze, potential creditors and other third parties will not be able to get access to your credit report unless you temporarily lift the freeze. Therefore, using a credit freeze may delay your ability to obtain credit. In addition, you may incur fees to place, lift and/or remove a credit freeze. Credit freeze laws vary from state to state. The cost of placing, temporarily lifting, and removing a credit freeze also varies by state, generally \$5 to \$20 per action at each credit reporting company. Unlike a fraud alert, you must separately place a credit freeze on your credit file at each credit reporting company. Since the instructions for how to establish a credit freeze differ from state to state, please contact the three major credit reporting companies as specified below to find out more information.

You can obtain more information about fraud alerts and credit freezes by contacting the FTC or one of the national credit reporting agencies listed below.

### National Credit Reporting Agencies

Equifax ([www.equifax.com](http://www.equifax.com))  
P.O. Box 105851  
Atlanta, GA 30348  
800-685-1111

**Fraud Alerts:** P.O. Box 105069, Atlanta, GA 30348  
**Credit Freezes:** P.O. Box 105788, Atlanta, GA 30348

Experian ([www.experian.com](http://www.experian.com))  
P.O. Box 2002  
Allen, TX 75013  
888-397-3742

**Fraud Alerts and Security Freezes:**  
P.O. Box 9554, Allen, TX 75013

TransUnion ([www.transunion.com](http://www.transunion.com))  
P.O. Box 105281  
Atlanta, GA 30348  
877-322-8228

**Fraud Alerts and Security Freezes:**  
P.O. Box 2000, Chester, PA 19022  
888-909-8872