MODERN GUN SCHOOL

PRECISION • PERFORMANCE • QUALITY • CRAFTSMANSHIP

STATE OF NH
DEPT OF JUSTICE
2014 NOV -3 PM 12: 02

October 27, 2014

Office of Attorney General
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

To Whom It May Concern:

Pursuant to N.H. Rev. Stat. Ann. § 359-C:20(I)(b), we are writing to inform you of a data breach incident involving certain consumer personal information. It is estimated that the breach involved 2 New Hampshire residents and a total of 287 consumers nationally.

On October 19, 2013, an unauthorized party accessed our computer system and installed data that provided the attacker with continuing access to the system. We are not aware of any actions taken by the attacker utilizing that access until July 13, 2014, when the unauthorized third party attacker accessed our system to upload a phishing website that collected personal information of customers of a third party bank. We were notified by bank security consultants of this event on July 18, 2014, which is the date we were first made aware of any unauthorized access to our system, and immediately shut down all access to our system and engaged outside data forensics experts to conduct an extensive investigation. A complex review process uncovered no specific information regarding actual access by the unauthorized user to personal consumer information on our system. We determined, however, that personal consumer information, including consumer names and financial information, may have been accessible without authorization.

Notice of the breach will be sent via regular mail to all affected consumers in the near future. A sample notice is attached hereto as Exhibit A.

Modern Gun School has implemented additional security measures designed to prevent a recurrence of such an attack, and to protect the privacy of customer personal information. This includes increasing firewall protections, enhancing threat detection and monitoring capabilities, further encryption of personal data, and improving other data security measures within the server. In addition, Modern Gun School has also secured the services of Kroll to provide identity theft protection at no cost to all affected consumers for a period one (1) year.

Please contact us should you have any questions. All inquires should directed to [redacted]

Student Service Center • 1011 Brookside Rd., Suite 110, P.O. Box 3773 • Allentown, PA 18106-0773
Phone 1.800.493.4114 • Fax: 1.855.530.3652
email: info@moderngunrepair.com • www.moderngunrepair.com

Kroll.

Take Advantage of Your Identity Theft Protection Services

You've been provided with access to services from Kroll, a global leader in risk mitigation. Over the past 14 years, Kroll has provided data breach response services for cases impacting more than 100 million individuals including personal consultation to more than 180,000 consumers and worked some 8,000 confirmed identity theft cases. When you need assistance, rest assured that your services are backed by an expert team who can answer any question you may have.

The following services are included in your **Essential Monitoring** package:

Kroll employs a team of experienced licensed investigators to provide you with expert, one-on-one assistance:

Consultation: You have unlimited access to consultation with a dedicated licensed investigator at Kroll. Support includes best practice tips to assist in ongoing protection, explaining your rights and protections under the law, assistance with fraud alerts, and interpreting how personal information is accessed and used, including investigating suspicious activity that could be tied to an identity theft event.

Restoration: Kroll's restoration services are the most comprehensive of any provider. Should you become a victim of identity theft, a dedicated licensed investigator can work on your behalf to resolve related issues. The investigator does more than shoulder the bulk of the recovery; they can dig deep to uncover all aspects of the theft, and then work with creditors, collection agencies, utilities, government entities, and more ... to resolve it.

Credit Monitoring through TransUnion: Credit services can be a key tool in detecting early warning signs of identity theft. You'll receive alerts when there are changes to your credit data—for instance, when a new line of credit is applied for in your name. If you do not recognize the activity, you'll have the option to call a Kroll investigator, who can help you determine if it's an indicator of identity theft. You'll also receive "no activity" notices if there have been no changes to your data.

Web Watcher: Web Watcher helps to detect if your personal information is being bought and sold online. This program monitors hacker chat rooms, forums and other websites where criminals are known to trade stolen information. Thousands of sites are monitored, looking for matches to your personal information, such as Social Security, medical ID, and financial account numbers. If your information is found, you will be promptly alerted and provided with instructions to contact your investigator. Monitoring starts as soon as you enroll and select the information to search.

Your identity theft protection services are continued on back ...

How to Take Advantage of Your Identity Theft Protection Services

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide the membership number included with the accompanying letter.

Help is only a phone call away.

If you have a question, need assistance, or feel you may be a victim of identity theft, call Kroll at the toll-free number provided in the accompanying letter, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

Kroll.idMonitoringService.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

Public Persona: Public Persona monitors public record databases for names, aliases and addresses that are associated with your Social Security number. Records include, among other data sources, property or deed registration, internet job site providers, state occupational license data, and court proceedings. If information is found, an alert email is sent. If you see a name, address or alias that is not associated with you, contact Kroll's investigators for more information. Once you have enrolled, you can view the services at any time by logging onto Kroll's identity protection website.

Quick Cash Scan: Quick Cash Scan monitors thousands of short-term and cash-advance loan sources, such as rent-to-own or payday lenders. These are sometimes referred to as "non-credit" loans because the application process does not always include a credit check, making it easier to use stolen or fraudulent identity information. You'll receive an alert when a loan is reported, and you'll have the option to call a Kroll investigator for more information.

$1 Million Identity Theft Insurance: Reimburses you for out-of-pocket expenses totaling up to $1 million in legal costs for any one stolen identity event. Additional benefits include a $0 deductible and coverage for fees associated with replacing documents, traveling expenses, loss of income, child care and elderly care and fraudulent withdrawals. All coverage is subject to the conditions and exclusions in the policy.

State Notification Requirements

All States.
You may obtain a copy of your credit report or request information on how to place a fraud alert or security freeze by contacting any of the national credit bureaus below. 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.

Equifax	Experian	TransUnion
P.O. Box 740241	P.O. Box 2104	P.O. Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
1-800-685-1111	1-888-397-3742	1-800-888-4213
www.equifax.com	www.experian.com	www.transunion.com

For residents of Massachusetts.
It is required by state law that you are informed of your right to obtain a police report if you are a victim of identity theft.

For residents of Massachusetts and West Virginia.
You also have the right to place a security freeze on your credit report by contacting any of the credit bureaus listed at above. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent.

To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line or a written request. 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 and free if 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.

For residents of Iowa, Maryland, Michigan, Missouri, North Carolina, Oregon, and West Virginia.
It is required by state laws to inform you that you may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account.

For residents of Iowa.
State law advises you to report any suspected identity theft to law enforcement or to the Attorney General.

For residents of Oregon.
State laws advise you to report any suspected identity theft to law enforcement, as well as the Federal Trade Commission.

For residents of Illinois, Maryland and North Carolina.
You can obtain information from the Federal Trade Commission, and for residents of Maryland and North Carolina, from your respective state Office of the Attorney General, about steps you can take toward preventing identity theft.

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/

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

MODERN GUN SCHOOL

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<<MemberFirstName>> <<MemberLastName>> <<NameSuffix>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip Code>>

October 31, 2014

Subject: Security Incident

Dear <<MemberFirstName>> <<MemberLastName>> <<NameSuffix>>,

We are writing to tell you about a data security incident that may have exposed some of your personal information. We take the protection and proper use of your information very seriously. That is why we are contacting you directly to let you know how we are protecting you personally.

What Happened?

On October 19, 2013, an unauthorized party accessed our computer system and installed data that provided the unauthorized party with continuing access to the system. We are not aware of any actions that were taken by the unauthorized party until July 13, 2014, when the unauthorized party uploaded a phishing website to collect the personal information of customers of a third party bank that is not affiliated with us. We were first made aware of the unauthorized access to our system by bank security consultants on July 18, 2014, and we immediately shut down all access to our system and engaged outside data forensics experts to conduct an extensive investigation. A complex review process uncovered no specific information regarding actual access by the unauthorized party to personal consumer information on our system. We determined, however, that personal consumer information, including consumer names, credit card numbers and/or Social Security numbers may have been accessible on our system without authorization. While we do not have specific information evidencing actual unauthorized access to your information in any manner, this letter contains information about steps you can take to protect your personal information and the resources we are making available to help you.

In order to try and prevent this type of incident from happening again, we have undertaken extensive measures to strengthen our system security. This includes increasing firewall protections, enhancing threat detection and monitoring capabilities, stronger encryption of personal data, review of the type and amount of information we store, and improving other data security measures within our system.

What Are We Doing To Protect You?

To help relieve concerns and restore confidence following this incident, we have secured the services of Kroll **to provide identity theft protection at no cost to you for 1 year.** Kroll is a global leader in risk mitigation and response, and their team has extensive experience helping people who have sustained an unintentional exposure of confidential data.

How to Take Advantage of Your Identity Theft Protection Services

Visit kroll.idMonitoringService.com and follow the online instructions to take advantage of your identity theft protection services.

You can view your services at any time by logging onto Kroll's identity protection website. When you enroll, be prepared to provide your membership number.

kroll.idMonitoringService.com is compatible with the current version or one version earlier of Internet Explorer, Chrome, Firefox or Safari.

Membership Number: <<Member ID>>

Help is only a phone call away.

If you have a question, need assistance, or feel you may be a victim of identity theft, Call 1-855-269-6545, 8 a.m. to 5 p.m. (Central Time), Monday through Friday, and ask to speak with an investigator.

Take advantage of this no-cost opportunity and let the experts at Kroll help you assess your situation and safeguard your identity.

To receive your credit services by mail instead of online, please call 1-855-269-6545.

Your identity theft protection services include **Credit Monitoring, Web Watcher, Public Persona, Quick Cash Scan, $1 Million Identity Theft Insurance** and **Identity Theft Consultation and Restoration.** Please note that in order to activate your services you will need to follow the instructions in the section titled *"How to Take Advantage of Your Identity Theft Protection Services."* Additional information describing your services is included with this letter.

Please see the enclosed Kroll informational sheet entitled *"Take Advantage of Your Identity Theft Protection Services"* for more information and for state specific notification requirements that may apply to you (on back of informational sheet).

To receive credit monitoring, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

What Should You Do If You Have Any Questions Or Feel You Have An Identity Theft Issue?

Call **1-855-269-6545**, 8 a.m. to 5 p.m. (Central Time), Monday through Friday. Kroll's licensed investigators are standing by to answer your questions or help you with concerns you may have. Please have your membership number ready.

We deeply regret that this has happened. We trust that the quality and reliability of the services we are offering to you demonstrate our continued commitment to your security and satisfaction.

Sincerely,

Thank you,

Kevin J. McCloskey
President, Modern Schools of America, LLC, d/b/a Modern Gun School

P.S. Remember, safeguards for your personal data security are available at no cost to you.