



National Credit Adjusters

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June 5, 2014

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

To Whom It May Concern:

In accordance with N.H. Rev. Stat. Ann. § 359-C:20, I am writing to notify you regarding the nature and circumstances of a recent data security incident.

National Credit Adjusters, LLC ("NCA") receives certain personal information about retail customers from retailers that sell NCA delinquent accounts. Some customers reported being contacted by certain unauthorized third-party debt collectors. The personal information that may have been accessed by these unauthorized third-party debt collectors includes names, addresses, debt balances, date of births and Social Security numbers. In some instances, the personal information that may have been accessed included the information of individuals who are cosigners on the accounts.

After learning of this incident in March 2014, we conducted an investigation to establish the facts surrounding this incident and notified law enforcement authorities. Although the investigation is ongoing, we have decided that we cannot at this point rule out the possibility of a breach and are providing notice to customers out of an abundance of caution.

There are approximately 42 New Hampshire residents affected by this incident. Attached for your reference is a copy of the notice being sent to the affected individuals. If you have any questions, please do not hesitate to call me at (620) 931-2759.

Very truly yours,

Mark Fletchall
General Counsel

Enclosure

DEPT 835 1634459014063
PO BOX 4115
CONCORD CA 94524
June 4, 2014



National Credit Adjusters

PO Box 3023 - 327 W 4th St.
Hutchinson, KS 67504-3023
Toll Free: 1-855-737-9123
Fax: 620-664-5947
www.ncaks.com

ADDRESS SERVICE REQUESTED

#BWNFTZF #NCA1634459014063#



PERSONAL AND CONFIDENTIAL



Dear [REDACTED]

We are writing to notify you of a potential issue involving your personal information. National Credit Adjusters, LLC ("NCA") receives certain personal information about retail customers from retailers that sell NCA delinquent accounts. Some customers reported being contacted by certain unauthorized third-party debt collectors. The personal information that may have been accessed by these unauthorized third-party debt collectors includes names, addresses, debt balances, date of births and Social Security numbers. In some instances, the personal information that may have been accessed included the information of individuals who are cosigners on the accounts. If you think you are being contacted by a fake debt collector, we encourage you to tell the person that you refuse to discuss any debt until you obtain a written validation notice from them. You may also contact us at the number listed below.

After learning of this incident in March 2014, we conducted an investigation to establish the facts surrounding this incident and notified law enforcement authorities. Although the investigation is ongoing, we have decided that we cannot at this point rule out the possibility of a breach and are providing this notice to you out of an abundance of caution because we wanted to take every precaution to allow you to protect yourself.

We sincerely regret that this incident may affect you. We take our obligation to safeguard personal information very seriously and are alerting you about this incident so you can take steps to help protect yourself. You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit www.annualcreditreport.com or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports. The attached Reference Guide provides recommendations by the U.S. Federal Trade Commission on the protection of personal information and how to protect yourself from fake debt collectors.

We hope this information is useful to you. If you have any questions regarding this incident, please call 1-855-737-9123 from Monday - Thursday, 8 a.m. to 6 p.m. CST and Friday - 8 a.m. to Noon CST.

Again, we regret any inconvenience this may cause you.

Sincerely,

Mark Fletchall
General Counsel

Reference Guide

We encourage individuals receiving our letter to take the following steps:

Learn about Fake Debt Collectors. You can learn more about how to protect yourself from fake debt collectors at: www.consumer.ftc.gov/articles/0258-fake-debt-collectors.

Order Your Free Credit Report. To order your free credit report, visit www.annualcreditreport.com, call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at www.consumer.ftc.gov and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information can't be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

Report Incidents. If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these additional steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. Use the FTC's ID Theft Affidavit (available at www.ftc.gov/idtheft) when you dispute new unauthorized accounts.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
1-877-IDTHEFT (438-4338)
www.ftc.gov/idtheft/

Consider Placing a Fraud Alert on Your Credit File. To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Credit Information Services, Inc. P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	www.equifax.com
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	www.experian.com
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-680-7289	www.transunion.com

Consider Placing a Security Freeze on Your Credit File. You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. There may be fees for placing, lifting, and/or removing a security freeze, which generally range from \$5-\$20 per action. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver’s license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

For Maryland Residents. You can obtain information from the Maryland Office of the Attorney General about steps you can take to avoid identity theft. You may contact the Maryland Attorney General at:

Maryland Office of the Attorney General

Baltimore, MD 21202

(888) 743-0023 (toll-free in Maryland)

(410) 576-6300

www.oag.state.md.us

For Massachusetts Residents. You have the right to obtain a police report. The consumer reporting agencies may charge you a fee of up to \$5 to place a security freeze on your account, and may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request. There is no charge, however, to place, lift or remove a security freeze if you have been a victim of identity theft and you provide the consumer reporting agencies with a valid police report.

For North Carolina Residents. You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office

9001 Mail Service Center

Raleigh, NC 27699-9001

(877) 566-7226 (toll-free in North Carolina)

(919) 716-6400

www.ncdoj.gov