



McLane, Graf,  
Raulerson & Middleton  
Professional Association

900 Elm Street | P.O. Box 326 | Manchester, NH 03105-0326  
Tel: 603.625.6464 | Fax: 603.625.5650 | www.mclane.com

OFFICES IN:  
MANCHESTER  
CONCORD  
PORTSMOUTH  
WOBBURN, MA

NEIL B. NICHOLSON  
Direct Dial: (603) 628-1483  
Email: neil.nicholson@mclane.com  
Licensed in NH and MA

August 20, 2009

Acting Attorney General  
Office of the Attorney General  
33 Capital Street  
Concord, NH 03301

**Re: Normandeau Associates, Inc.**

Dear Attorney General:

I write on behalf of our client, Normandeau Associates, Inc. ("Normandeau"), located in Bedford, NH. Consistent with RSA 359-C:20, I(b), Normandeau provides this notice of a potential data security breach of personal information involving 277 residents.

In June, 2009, Normandeau learned that one of its laptop computers had been stolen from the home of a Normandeau employee in November, 2008, and later returned in February, 2009. The password protected laptop contained an encrypted employee database with personal information, including names, social security numbers, and bank account numbers of past and present Normandeau employees. The perpetrator required specific computer software to access the encrypted database in its existing format on the laptop, and it is unknown if access was actually made.

The local police were notified about the theft and Normandeau conducted an internal investigation. Normandeau also consulted with a computer forensic analyst, but was unable to determine if unauthorized access to the database actually occurred. There is no evidence of misuse of the personal information.

In good faith compliance with the notification law, Normandeau provided notice to each of the New Hampshire residents who may have been affected by this potential breach, and supplemented that notice with additional information. A copy of the original and supplemental notification sent to individuals is attached.

Acting Attorney General

August 20, 2009

Page 2

Normandeau has policies that prohibit personal information from being downloaded onto its laptop computers. In this instance, the database was temporarily stored on the laptop during restorative maintenance to the company's network, and contrary to company policy, not thereafter removed. The company took action against the responsible person for unintentionally failing to remove the database containing the personal information as required by company policy. No further precautionary actions were required to prevent similar breaches.

We trust that this letter provides you with all the information required to assess this incident and the adequacy of Normandeau's response. Please let us know if you have additional questions or if we can be of further assistance. I can be reached at the telephone number and email address provided.

Sincerely,

A handwritten signature in black ink, appearing to read "Neil B. Nicholson", with a long horizontal line extending to the right.

Neil B. Nicholson



June 2009

We are contacting you about a potential problem involving identity theft. A copy of our financial/employee database may have been compromised. Although we don't have definitive proof, we feel it is prudent to take precautions. Normandeau Associates has put in place additional security measures to protect and monitor this information. Information and details regarding our internal investigation is confidential.

We recommend that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be send to you, free of charge, for your review.

Equifax  
800-525-6285

Experian  
888-397-3742

TransUnionCorp  
800-680-7289

You should also contact any banks you may have used for direct deposit and notify them of this potential issue. Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission (FTC) recommends that you check your credit reports periodically. Victim information sometimes is held for your use or shared among a group of thieves at different times. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call the Bedford, NH Police Department at 603-472-5113 and file a police report. Get a copy of the report; many creditors want the information it contacts to absolve you of the fraudulent debts. You also should file a complaint with the FTC at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

You can also visit the FTC's website for more information. Below is a link to the FTC's comprehensive guide to help you guard against and deal with identity theft.  
<http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm>

Please feel free to contact Robyn Chadwick at 603-637-1124 with any questions you may have regarding these procedures.



**NORMANDEAU ASSOCIATES, INC.**

25 Nashua Road  
Bedford, NH 03110-5527  
(603) 472-5191  
(603) 472-7052 (Fax)  
www.normandeau.com

August 12, 2009

This notification supplements the previous notification sent to you in June, 2009. In June, Normandeau Associates, Inc. ("Normandeau") learned that one of its laptop computers had been stolen from the home of a Normandeau employee in November, 2008, and eventually returned in February, 2009.

The password protected laptop contained an encrypted database with personal information, including names, social security numbers, and bank account numbers of past and present Normandeau employees. The perpetrator required specific computer software to access the encrypted database in its existing format on the laptop, and it is unknown if access was actually made.

The local police were notified about the theft and Normandeau conducted an internal investigation. Normandeau also consulted with a computer forensic analyst, but was unable to determine if unauthorized access to the database occurred. There is no evidence of misuse of the personal information. In good faith compliance with New Hampshire's notification law, we are providing you with this supplemental notice.

We recommend you review the June, 2009 notification for additional information, and remain vigilant for suspicious activity by reviewing any account statements. If you should have any further questions, please contact Robyn Chadwick at 603-637-1124.

---

*Bedford, NH, Corporate*

Norfolk, CT  
Lewes, DE  
Yarmouth, ME

Hanover, MA  
Hampton, NH  
Westmoreland, NH

West Haverstraw, NY  
Drumore, PA  
Stowe, PA

Aiken, SC  
Stevenson, WA

An Employee-owned Company  
An Equal Opportunity Employer

