

August 27, 2013

CONFIDENTIAL**VIA FEDERAL EXPRESS**Attorney General Michael Delaney
New Hampshire Department of Justice
Office of the Attorney General
33 Capitol Street
Concord, New Hampshire 03301

Re: Data Security Breach Notification

To Whom It May Concern:

This letter is intended to notify the Office of the New Hampshire Attorney General that Osprey Packs, Inc. ("Osprey Packs"), a client of Bryan Cave LLP, intends to formally notify three residents of New Hampshire that their personal information may have been accessed or acquired by an unauthorized individual.

On August 7, 2013, Osprey Packs was notified by a customer that there was unauthorized activity on that customer's credit card. Its IT department promptly began to investigate the cause of the breach. Its investigation revealed that the breach was likely caused by a malware attack which allowed an unauthorized third party to obtain authorized administrative log-in credentials for the Pro Deal website and access the customers' first and last names, shipping and billing addresses, credit card numbers and expiration dates, and email addresses. The attack appears to have taken place as early as July 9, 2013.

That same day, Osprey Packs changed the passwords for its authorized users, increasing the number of characters required for the password in order to enhance security. It also used antivirus/antimalware/antispyware to clean its server and remove the imbedded code. Then, it changed the user passwords again. Unfortunately, Osprey Packs has become aware that, in some instances, the users' credit card information was utilized in fraudulent transactions.

On August 13, 2013, Osprey Packs notified the New Hampshire residents whose personal information may have been accessed of the breach via email. A sample of that email is enclosed. Osprey Packs will mail a notification to the New

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On August 13, 2013, Osprey Packs notified the New Hampshire residents whose personal information may have been accessed of the breach via email. A sample of that email is enclosed. Osprey Packs will mail a notification to the New Hampshire residents, a copy of which also is enclosed. In addition, Osprey Packs filed a complaint with the Federal Bureau of Investigation's Internet Crime Complaint Center.

If you would like any additional information concerning the above referenced event, please feel free to contact me at your convenience.

Sincerely,



Jena Valdetero
Bryan Cave LLP

Enclosures

August 30, 2013

Dear Valued Customer:

As you may be aware from the email we sent on August 13, 2013, Osprey Packs recently discovered that your first and last name, phone number, email address, billing and shipping address, and the credit card information (number and expiration date) that you provided in connection with a previous Osprey transaction may have been obtained by an unauthorized third party's breach of the Pro Deal website. We deeply regret this situation. We are providing this letter to help keep you better informed of the situation, so that you may avoid future inconvenience as a result of the attack.

On August 7, 2013, Osprey Packs was notified by a customer that there was unauthorized activity on that customer's credit card. Our IT department promptly began to investigate the cause of the breach. Our investigation revealed that the breach was likely caused by a malware attack which allowed an unauthorized third party to obtain authorized administrative log-in credentials for our Pro Deal website and access the information identified above. The attack appears to have taken place as early as July 9, 2013. On August 7, 2013, we changed the passwords for our authorized users, increasing the number of characters required for the password in order to enhance security. We also used antivirus/antimalware/antispyware to clean our server and remove the imbedded code. Then, we changed the user passwords again.

Unfortunately, as a result of our investigation, we believe that the unauthorized individuals may have acquired records containing the information identified above. We have received information from a small number of customers that they believe attempts have been made to run fraudulent charges on their credit cards.

We have taken steps to prevent further acquisition of your personal information. We have increased the password characters to make it more difficult for an unauthorized party to obtain the password. We have provided each authorized user with an individual account to eliminate any concerns about employees sharing the administrative log-in information. We have increased our antivirus/antimalware/antispyware software, and we have reviewed payment card industry standards to ensure compliance.

You should take appropriate steps to protect yourself from possible identity theft. We suggest that you to remain vigilant by reviewing your credit card account statements. You may wish to contact your credit card company and notify them that your credit card number may have been compromised. Your credit card company will be able to advise you if any further action should be taken. In the event that you determine that there has been fraudulent activity on your account, you should promptly notify the financial institution or company with whom the account is maintained.

We also suggest that you monitor your credit report. You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://annualcreditreport.com> or calling toll-free (877) 322-8228.

You should also promptly notify the national consumer reporting agencies (identified below) and request a fraud alert on your credit report. The initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name.

Additionally, you may obtain a "credit freeze" by contacting each credit bureau listed below. A credit freeze (also known as a security freeze) is a way to provide additional security to your personal information by making your credit report inaccessible, unless you give specific authorization with a password or personal identification number. There may be a small fee associated with this request depending on your state. When you request a credit freeze, you may be asked to provide your name, address, date of birth, social security number, and your previous two addresses. If you would like more information on how to obtain a credit freeze, you may contact the consumer reporting agencies listed below.

Consumer Reporting Agencies

COMPANY	TELEPHONE	ADDRESS	WEBSITE
Equifax	800.525.6285	P.O. Box 740241 Atlanta, GA 30374-0241	http://www.equifax.com
Experian	888.397.3742	P.O. Box 9532 Allen, TX 75013	http://www.experian.com
TransUnion	800.680.7289	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, CA 92834- 6790	http://www.transunion.com

Additional information about reporting and preventing identity theft can be found at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>. If you believe that you have been the victim of identity theft, you should consider reporting the incident to the Federal Trade Commission. They can be reached by phone at (877) 438-4338, by mail or in person at 600 Pennsylvania Avenue, NW, Washington, DC 20580, or online at <https://www.ftccomplaintassistant.gov/>.

In addition, you should also consider contacting your state's Attorney General and/or Division of Consumer Protection or law enforcement. They may be able to provide you with additional information about preventing identity theft.

Osprey Packs filed a complaint with the Federal Bureau of Investigation's Internet Crime Complaint Center. For more information or to file a report with the FBI, please visit <http://www.ic3.gov/default.aspx>.

STATE	CONTACT INFORMATION	STATE	CONTACT INFORMATION
Alabama	334.242.7300 / 1.800.230.9485	Nebraska	402.471.2682
Alaska	907.465.2133 / 907.269.5200	Nevada	775.684.1100
Arizona	520.628.6504 / 800.352.8431	New Hampshire	603.271.3658
Arkansas	501.682.2341 / 800.482.8982	New Jersey	609.292.8740
California	916.322.3360	New Mexico	505.827.6000
Colorado	303.866.4500	New York	518.474.7330
Connecticut	860.808.5318	North Carolina	919.716.6400
Delaware	800.220.5424 / 302.577.8600	North Dakota	701.328.2210
DC	202.724.1305	Ohio	614.466.4320
Florida	850.414.3990	Oklahoma	405.521.3921
Georgia	404.651.9340 / 404.656.3790	Oregon	503.378.4732
Hawaii	808.586.1500	Pennsylvania	717.787.3391
Idaho	208.334.2424	Puerto Rico	787.721.2900
Illinois	1.866.999.5630	Rhode Island	401.274.4400
Indiana	317.2326330 / 1.800.382.5516	South Carolina	803.734.3970
Iowa	515.281.5926 / 888.777.4590	South Dakota	605.773.3215
Kansas	785.296.3751 / 800.432.2310	Tennessee	615.741.5860 or 615.741.1671
Kentucky	502.696.5389 / 800.804.7556	Texas	512.463.2100
Louisiana	225.326.6400 / 1.800.351.4889	U.S. Virgin Islands	340.774.5666
Maine	207.626.8800 / 1.800.436.2131	Utah	801.538.9600
Maryland	410.528.8662 / 410.576.6491	Vermont	802.828.3171
Massachusetts	617.727.8400 / 1.877.438.4338	Virginia	804.786.2071 or 804.786.2042 cybercrime@oag.state.va.us
Michigan	517.373.1110	Washington	360.753.6200 or 206.464.6684
Minnesota	651.296.3353	West Virginia	304.558.2021 or 304.558.8986
Mississippi	601.359.3680	Wisconsin	608.266.1221

STATE	CONTACT INFORMATION	STATE	CONTACT INFORMATION
Missouri	573.751.3321	Wyoming	307.777.7841 or

For more information about this incident, including the information we maintain about you, and the type of information that was acquired, you may contact us at the following toll-free telephone number: (877) 850-8431.

We profoundly regret this unfortunate situation and any inconvenience it may have caused you. Should you have further questions or need additional assistance concerning this matter, do not hesitate to contact Pro Deal Manager Blair Volpe through the toll-free number identified above, by email at creditcardsecurity@ospreypacks.com, or by mail or in person at 115 Progress Circle, Aurora, Colorado 81321.

Sincerely,

Your Friends at Osprey Packs

Osprey Packs

August 13, 2013

Dear Osprey Pro Customer:

Osprey Packs recently discovered that your name, address, and the credit card information you provided in connection with a previous Osprey transaction may have been obtained by an unauthorized third party. Immediately upon learning of this incident, we investigated, confirmed that the breach was not ongoing, and took steps to prevent additional access to this information. In light of this incident, you may wish to contact your credit card company and notify them that your credit card number may have been compromised. Your credit card company will be able to advise you if any further action should be taken.

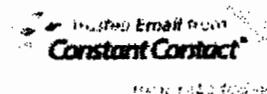
We greatly value our relationship with you and deeply regret any inconvenience this incident may cause. Although it is nearly impossible to ensure that a data breach will not happen, we take your privacy very seriously and will continue to use all reasonable and appropriate security measures to protect the information you provide to us. The team at Osprey Packs thanks you for your understanding.

If you have any questions or concerns regarding this incident, please contact our Pro Deal Manager Blair Volpe toll-free at 877-850-8431 or email Blair at creditcardsecurity@ospreypacks.com.

Sincerely,

The Team at Osprey Packs

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