



Complete data breach care

January 29, 2015

STATE OF NH  
DEPT OF JUSTICE

2015 FEB -2 AM 11:37

Dear Consumer Protection Division of the Attorney General's Office:

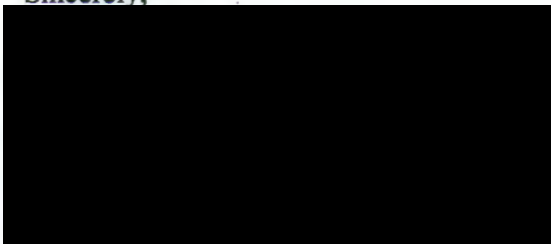
This letter is to inform you of a privacy incident affecting residents of your state. We have been hired by Otsuka America, Inc. to notify and provide identity theft protection to persons whose personal information was stored on a server backup tape that was included in a stolen package. The theft occurred while the package – which did not contain any indication of what was inside – was in transit from their San Francisco office to their offsite storage facility in Portland, Oregon. The incident occurred on November 26, 2014. Otsuka America promptly notified Portland police, who conducted an investigation and recovered some of the other materials contained in the package. The tape had no identifying label or logo, and an individual would need specific hardware and software in order to recover any information from the tape. There were a total of 2 affected residents of New Hampshire. The notification letters will be mailed via USPS on January 30, 2015.

ID Experts and Otsuka America wanted to inform you of this privacy incident and make you aware that Otsuka America has secured robust protection for those who were affected. In addition to making sure that Otsuka America properly notified those whose information was compromised, Otsuka America is also providing a one-year membership in ID Expert's identity theft protection and restoration program. The service includes a dedicated toll free number for members of the affected population to call, 12 months of credit monitoring, fraud restoration services, and a \$1,000,000 insurance reimbursement component should anyone experience identity theft as a result of this incident. This membership is paid for entirely by Otsuka America.

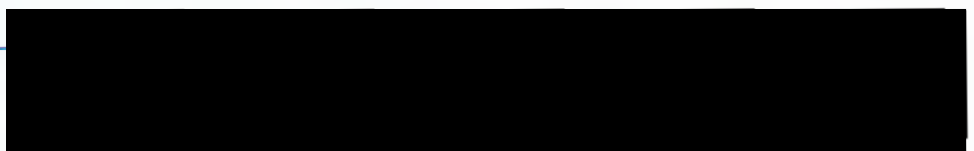
ID Experts has been providing identity theft services to individuals and organizations since 2003. We remain the leader in the industry and have provided services for hundreds of data breaches.

We have included a copy of the notification letter here to provide you with more details about the incident as well as the offering. Please do not hesitate to contact us if you have any questions about this incident or the assistance we are providing to Otsuka America.

Sincerely,



Enclosure





C/O ID Experts  
10300 SW Greenburg Road, Ste 570  
Portland, OR 97223

To Enroll, Please Call:

877-264-9634

Or Visit:

[www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect)

Enrollment Code:

«Enrollment Code 2»

«First» «Last\_Name»  
«Curr\_Address\_1»  
«Curr\_City», «Curr\_State» «Curr\_Zipcode»

January 30, 2015

Dear «First» «Last\_Name»,

I write to inform you about a data breach at Otsuka America, Inc. ("OAI") that involved some of your personal information.

The breach involved a package containing a server backup tape, which was stolen while in transit from our San Francisco office to our offsite storage facility in Portland, Oregon. We cooperated with the Portland police, who conducted an investigation and recovered some of the other materials contained in the package. The police department indicated that the circumstances of the theft, and the general increase in package theft over the holidays, suggested an unsophisticated burglary. The tape had no identifying label or logo, and an individual would need specific hardware and software in order to recover any information from the tape.

The tape contains the November 23, 2014 backup of OAI's server data, including files that contain your name, social security number, and home address. We do not believe the information contained on the backup tape includes your personal medical information, health insurance information, bank account information or credit card information.

We became aware of the breach on December 2, 2014. As soon as this incident was brought to our attention, we began taking steps to mitigate the risk to you. We contacted local law enforcement, who have been unable to locate the thief or recover the tape. Neither we, nor the police department, are aware of any attempts to access the data. In an effort to prevent similar data breaches in the future, we have implemented additional and enhanced security measures designed to improve the security of our information systems, including protecting backup data in transit and offsite.

Nevertheless, we regret any adverse impact this incident may have on you and hope this notification will allow you to take action along with our own efforts to minimize or eliminate any potential harm to you.

We are offering identity theft protection services through ID Experts®, the data breach and recovery services expert. If you chose to enroll, your complimentary membership will include: 12 months of credit monitoring, a \$1,000,000 insurance reimbursement policy, and ID Experts will help you resolve issues if your identity is compromised. We encourage you to contact ID Experts with any questions and to enroll in the free services by calling 877-264-9634 or going to [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect). ID Experts is available Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is April 30, 2015.



Otsuka

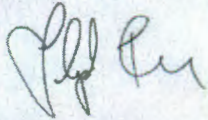
Otsuka-people creating new products for better health worldwide



**Enrollment Code: «Enrollment\_Code\_2»**

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. Representatives from ID Experts have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

Sincerely,



**Lloyd Teppar**  
**Otsuka America, Inc.**

(Enclosure)



## Recommended Steps to Help Protect Your Information

- 1. Website and Enrollment.** Go to [www.idexpertscorp.com/protect](http://www.idexpertscorp.com/protect) and follow the instructions for enrollment. Once you have completed your enrollment, you will receive a welcome letter by email (or by mail if you do not provide an email address when you sign up). The welcome letter will direct you to the exclusive ID Experts' Member Website where you will find other valuable educational information.
- 2. Activate the credit monitoring** provided as part of your membership with ID Experts. Credit monitoring is included in the membership, but you must personally activate it for it to be effective.
- 3. Telephone.** Contact ID Experts at 877-264-9634 to gain additional information about this event and speak with knowledgeable representatives about the appropriate steps to take to protect your credit identity.
- 4. Review your credit reports.** We recommend that you remain vigilant by reviewing account statements and monitoring credit reports. Under federal law, you are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. To obtain a free annual credit report, go to [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report by one of the three credit bureaus every four months.

When you receive your credit report, look it over carefully. Look for accounts that you did not open. Look for inquiries from creditors that you did not initiate. And look for personal information, such as your home address and Social Security number, that is not accurate. If you discover any suspicious items and have enrolled with ID Experts, notify them immediately by calling or by visiting their Member website and filing a theft report.

If you file a theft report with ID Experts, you will be contacted by a member of the Recovery Department who will help you determine the cause of the suspicious items. In the unlikely event that you fall victim to identity theft as a consequence of this incident, you will be assigned an ID Experts Recovery Advocate who will work on your behalf to identify, stop and reverse the damage quickly.

You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. Get a copy of the police report. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement, the Attorney General, or to the Federal Trade Commission.

**5. Place Fraud Alerts** with the three credit bureaus. You can place a fraud alert at one of the three major credit bureaus by phone and also via Experian's or Equifax's website. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

### Credit Bureaus

Equifax Fraud Reporting  
1-800-525-6285  
P.O. Box 740241  
Atlanta, GA 30374-0241  
[www.alerts.equifax.com](http://www.alerts.equifax.com)

Experian Fraud Reporting  
1-888-397-3742  
P.O. Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion Fraud Reporting  
1-800-680-7289  
Fraud Victim Assistance Division  
P.O. Box 6790  
Fullerton, CA 92834-6790  
[www.transunion.com](http://www.transunion.com)



It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. A fraud alert lasts 90 days. You can keep the fraud alert in place by calling again after 90 days.

**6. Security Freeze.** If you are concerned that you may be a victim of identity theft, you may place a security freeze on your credit files. By placing a security freeze, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. You will need to contact the three national credit reporting bureaus listed above in writing to place the freeze. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. The cost of placing the freeze varies by the state you live in and for each credit reporting agency. However, if you are a victim of identity theft and have filed a report with your local law enforcement agency or submitted an ID Theft Complaint Form with the Federal Trade Commission, there may be no charge to place the freeze.

**7. You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

**For California Residents:**

Visit the California Office of Privacy Protection ([www.privacy.ca.gov](http://www.privacy.ca.gov)) for additional information on protection against identity theft

**For Maryland Residents:**

Office of the Attorney General of Maryland  
Consumer Protection Division  
200 St. Paul Place  
Baltimore, MD 21202  
[www.oag.state.md.us/Consumer](http://www.oag.state.md.us/Consumer)  
Telephone: 1-888-743-0023

**For all US Residents:**

Identity Theft Clearinghouse  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.consumer.gov/idtheft](http://www.consumer.gov/idtheft)  
1-877-IDTHEFT (438-4338)  
TDD: 1-202-326-2502

**For Kentucky Residents:**

Office of the Attorney General of Kentucky  
700 Capitol Avenue, Suite 118  
Frankfort, Kentucky 40601  
[www.ag.ky.gov](http://www.ag.ky.gov)  
Telephone: 1-502-696-5300

**For North Carolina Residents:**

Office of the Attorney General of North Carolina  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
[www.ncdoj.com/](http://www.ncdoj.com/)  
Telephone: 1-919-716-6400