

August 17, 2012

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

Re: Notification of Security Breach

To whom it may concern in the Office of Attorney General Michael Delaney:

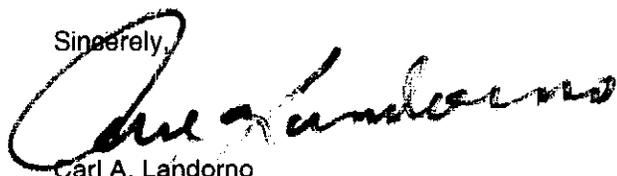
This letter is being sent to you in accordance with the requirements of New Hampshire Statutes Section 359-C:20 to advise you of a security breach of personal data of approximately one New Hampshire resident that we became aware of in late July.

In 2012, a now former Quest Diagnostics employee inappropriately forwarded emails that included personal information to their personal email address. The information included some or all of the following data: name, address, social security number, date of birth, driver's license number, financial account information and medical/health insurance information.

At this time we have no reason to believe this incident will lead to fraudulent credit applications or other identity theft crimes. Nevertheless, we are offering the individual free credit monitoring with Equifax for one year at no cost to the individual.

We will be sending notification letters to the impacted individual on our about August 24, 2012. A sample copy of the notification letter is enclosed. If you have any questions, please contact me at 201-729-8329.

Sincerely,



Carl A. Landorno  
Privacy Officer & Director, Compliance Operations

Enclosure

[Date]

[Name of Addressee]

[Street Address]

[City, ST, Zip Code]

Dear [Name]:

We are writing to inform you of an incident that we became aware of in late July affecting your personal information.

In 2012, a now former Quest Diagnostics employee inappropriately forwarded emails that included your personal information to their personal email address. The information included some or all of the following data: your name, address, social security number, date of birth, driver's license number, financial account information and medical/health insurance information.

At this time we have no reason to believe this incident will lead to fraudulent credit applications or other identity theft crimes. Nevertheless, we are offering free credit monitoring with Equifax for one year at no charge to you. The enclosed fact sheet outlines this product and how to enroll. To take advantage of this offer, you must enroll by October 24, 2012.

We regret and apologize for the incident. If you have any questions, please feel free to call Deborah Bjerkan at 913-577-1516 or send an email to [Deborah.L.Bjerkan@QuestDiagnostics.com](mailto:Deborah.L.Bjerkan@QuestDiagnostics.com) at your convenience.

Sincerely,

Rita Mohr  
Human Resources Director

PS: Remember to refer to the enclosed fact sheet to learn about our free credit monitoring offer. You must enroll with Equifax by October 24, 2012 to take advantage of this offer.

August 24, 2012

Name  
Address  
City, State, Zip Code

Promotion Code: #####

Dear :

We have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. The steps to follow are:

1. Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product. This product is being provided to you at no cost for one year.
2. Additionally, you may choose to adopt an increased level of protection by placing a fraud alert on your credit file at Equifax and the other two credit reporting agencies.

#### Enroll in Equifax Credit Watch™ Gold with 3-in-1 Monitoring

Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit reporting agencies. The key features and benefits are listed below.

Equifax Credit Watch provides you with the following benefits:

- o Comprehensive credit file monitoring and automated alerts of key changes to your Equifax, Experian, and TransUnion credit reports
- o Wireless alerts and customizable alerts available
- o One 3-in-1 Credit Report and access to your Equifax Credit Report™
- o Up to \$1 million in identity theft insurance with \$0 deductible, at no additional cost to you †
- o 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- o 90 day Fraud Alert placement with automatic renewal functionality (available online only)

#### How to Enroll

To sign up online for **online delivery** go to [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)

1. **Register:** Complete the form with your contact information (name, gender, address, date of birth, Social Security Number and telephone number) and click the “Continue” button. Complete the form with your email address, create a User Name and Password, enter the Promotion Code that is at the top of the first page of this letter in the “Promotion Code” box. The Promotion Code eliminates the need to provide a credit card number for payment. Then click the “Accept Terms & Continue” button. All of the information that you enter is in a secured environment.
2. **Verify ID:** The system will then ask you to answer up to four security questions. The questions and answers support the Equifax Identity Verification Process. Please answer the questions and then click the “Submit Order” button.
3. **Order Confirmation:** This page shows you your order. Please click the “View my Product” button to access the product features.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Promotion Code:** You will be asked to enter your promotion code as provided at the top of your letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided). Please allow up to 10 business days to receive this information.

#### Directions for placing a Fraud Alert

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors of possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a fraud alert on your credit file, visit: [www.fraudalerts.equifax.com](http://www.fraudalerts.equifax.com) or you may contact the Equifax auto fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

Please remain vigilant by reviewing your account statements and monitoring free credit reports. You may also receive a free credit report by contacting one or all of the three credit agencies:

#### **Equifax**

P.O. Box 740241  
Atlanta, Georgia 30374  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

#### **Experian**

P.O. Box 2002  
Allen, TX 75013  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

#### **TransUnion**

P.O. Box 2000  
Chester, PA 19022  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

† Identity theft insurance underwritten by subsidiaries or affiliates of Chartis Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. This product is not intended for minors (under 18 years of age).