Shell Vacations Club

STATE OF NH
DEPT OF JUSTICE

2015 MAR 23 PM 12: 14

March 17, 2015

Joseph A. Foster
Attorney General
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Mr. Foster:

I am writing you on behalf of SVC-West, LLC ("SVC"), a part of Shell Vacations Club, and pursuant to New Hampshire law of a possible security breach potentially affecting 30 residents of New Hampshire.

We experienced a break-in at a California office. While we take reasonable steps to protect our records, it appears an unknown individual(s) forcibly and illegally entered an office and stole items from a locked cabinet that included a binder containing records of transactions with SVC during 2005 to 2008. These records may have included personal information such as some owners' name, address, driver's license number, Social Security number and/or financial information (i.e., payment card numbers and/or financial account numbers). Following this incident, we immediately notified law enforcement. We have no evidence that the personal information has been used for fraudulent purposes.

We will notify individuals who may be affected so they may take appropriate steps to help protect themselves against any potential misuse of their personal information by March 20, 2015. We have partnered with AllClear ID notification services who will be sending the impacted owners a breach notification letter and providing two years of free credit monitoring and identity repair services.

If you have any questions regarding this incident, please contact me at [redacted] or [redacted] at [redacted] We also can be reached at the address below or at [redacted] and [redacted] respectively.

Sincerely,

Jorge de la Osa
Senior Vice President
SVC-West, LLC

6277 Sea Harbor Drive • Orlando, FL 32821