

May 29, 2013

**Via UPS**

Office of the Attorney General  
Attn: Attorney General Michael A. Delaney  
33 Capitol Street  
Concord, NH 03301

*Re: Incident Notification*

Dear Attorney General Delaney:

On May 20, 2013, our client, the South Orange Performing Arts Center (SOPAC), was informed by its vendor, Vendini, Inc. (Vendini), a provider of box office and online ticketing services to hundreds of entertainment venues, which include tour, casino, sports, and arts organizations across the U.S. and Canada, of an incident involving the information provided to SOPAC by its patrons. Vendini informed SOPAC that on April 25, 2013, Vendini detected an unauthorized intrusion into Vendini's computer network. Based on Vendini's records, Vendini determined that a number of SOPAC patrons may have used a credit card to make a donation, purchase a membership or buy a ticket for an event at SOPAC that was processed through Vendini's service, and their information may have been involved.

Upon discovery of the incident, Vendini engaged computer forensic experts and law enforcement to assist with their investigation. Vendini has informed SOPAC that the issue has been resolved and that Vendini is cooperating with credit card companies. Vendini's investigation concluded that in late March, an unknown person gained access to Vendini's database and may have accessed SOPAC patron information, including names, mailing addresses, phone numbers, and credit card numbers and expiration dates. No credit card security access codes – such as the three-digit code that appears on the back of some credit cards – were affected. In addition, usernames and passwords, and Social Security numbers were not affected (as Vendini does not collect this type of information).

While SOPAC has no knowledge of any patron information being used improperly, in an abundance of caution, SOPAC is notifying affected patrons regarding the incident. As a precautionary measure, SOPAC is offering a complimentary one-year membership of Experian's® ProtectMyID® Alert credit monitoring and identity theft protection services. SOPAC is also providing a dedicated call center for affected patrons to call with questions regarding the incident.

While this incident did not affect SOPAC's computer network, SOPAC is committed to the security of patron personal information and is taking this matter seriously.

Commencing on May 29, 2013, we are notifying approximately four residents pursuant to New Hampshire law.<sup>1</sup> Notification is being sent in substantially the form attached hereto.

Sincerely,



Theodore J. Kobus III

Enclosures

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<sup>1</sup> This report is not and does not constitute a waiver of personal jurisdiction.

3013 MAY 30 11 10 AM '13  
DEPT OF JUSTICE  
STATE OF NH

**SOPAC**  
SOUTH ORANGE  
PERFORMING ARTS CENTER  
PO Box 6336  
Portland, OR 97228-6336

<<Date>>  
<<Name>>  
<<Address>>  
<<City, State ZIP>>

Dear <<Name,>>

The South Orange Performing Arts Center (SOPAC) recognizes the importance of the privacy and confidentiality of the information provided to us by our patrons. We are writing to inform you of an incident involving some of that information.

SOPAC, in order to process patron transactions, engages Vendini, Inc., a provider of box office and online ticketing services to hundreds of entertainment venues, which include tour, casino, sports, and arts organizations across the U.S. and Canada. On May 20, 2013, Vendini informed us that on April 25, 2013, Vendini detected an unauthorized intrusion into Vendini's computer network. Based on Vendini's records, you may have used a credit card to make a donation, purchase a membership or buy a ticket for an event at SOPAC that was processed through Vendini's service, and your information may have been involved.

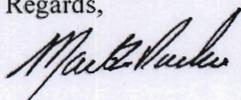
Upon discovering this incident, Vendini engaged computer forensic experts and law enforcement to assist with their investigation. The issue has now been resolved and Vendini is cooperating with credit card companies. Vendini's investigation concluded that in late March, an unknown person gained access to Vendini's databases and may have accessed your information, including your name, mailing address, email address, phone number, and credit card numbers and expiration dates. No credit card security access codes – such as the three-digit code that appears on the back of some credit cards – were affected. Your username and password, and your Social Security number were not affected (as Vendini does not collect this type of information).

While we have no knowledge of your information being used improperly, in an abundance of caution, we wanted to notify you of the incident. As a precautionary measure, SOPAC has arranged for you to enroll, at no cost to you, in a one-year membership of Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free and enrolling in this program will not hurt your credit score. Unfortunately, due to privacy laws, we are not able to enroll you directly. For more information on ProtectMyID Alert and instructions on how to activate your complimentary one-year membership, please see the additional information provided with this letter.

We also recommend that you remain vigilant to unauthorized use of your payment cards by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. Report any unauthorized activity to the company that issued your credit card because federal law may limit your liability for fraudulent charges. Be careful about responding to emails requesting personal information such as social security numbers or account numbers. SOPAC will never request this type of information via email.

While this incident did not affect SOPAC's computer network, we want to assure you that we are committed to the security of your personal information and are taking this matter seriously. If you have any questions, or you need further assistance, you may contact us at 866-446-4667.

Regards,



Mark E. Packer  
Executive Director

### Activate ProtectMyID Now in Three Easy Steps

- ENSURE That You Enroll By: August 31, 2013
- VISIT the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to enroll
- PROVIDE Your Activation Code: <<code>>

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

We realize that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.

#### **Your complimentary 12-month ProtectMyID membership includes:**

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **ExtendCARE:** Full access to the same personalized assistance from a highly-trained Fraud Resolution Agent even after your initial ProtectMyID membership expires.
- **\$1 Million Identity Theft Insurance\*:** As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)  
or call 877-371-7902 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

Even if you choose not to enroll in this program, we recommend you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting companies. To order your credit report, free of charge once every 12 months, from each of the three major nationwide credit companies, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax  
PO Box 740256  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

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

TransUnion  
PO Box 6790  
Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)  
1-877-438-4338

You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

\* Identity theft insurance is underwritten by insurance company 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.