



8 PROSPECT STREET PO. BOX 2014 NASHUA NH 03061 (603) 577-2000

May 23, 2011

Michael A. Delaney, Attorney General  
Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
33 Capitol Street  
Concord, N.H. 03301

Dear Mr. Delaney:

In accordance with New Hampshire security breach reporting requirements, please be advised that on April 19, 2011, Southern New Hampshire Health System (SNHHS) learned that our information systems were temporarily exposed to a virus which may have exploited user keyed data including individual names and social security numbers, and potentially exported the data to remotely hosted servers. SNHHS immediately put aggressive counter measures in place including strict firewall restrictions, active scans enabled with ability to detect and neutralize the threat, and a rapid response to isolated infected machines. We believe that these actions immediately mitigated the risk.

I have attached the notice that was mailed to affected individuals. It appears that no more than 17 individuals may have been affected. If you have any questions, please do not hesitate to contact me.

Sincerely,

  
Thomas E. Wilhelmsen, Jr.  
President/CEO



S PROSPECT STREET P.O. BOX 2014 NASHUA NH 03061 (603) 577-2000

May 23, 2011

Parent  
Street  
Town, NH ZIP

Dear Ms. Parent:

I am writing to let you know about a situation that recently came to our attention. The Southern New Hampshire Health System (SNHHS) network was infected with a virus on April 19, 2011. Although we believe the risk of identity theft is low, there was a brief period of unauthorized access to our network that may have exposed social security numbers, names and limited demographic information for a small number of individuals. Your child, Child's Name, personal information was included in this group.

We are writing to tell you about the incident out of an abundance of caution and to call your attention to the steps you may take to help protect child. We have developed a plan to provide you with additional oversight of Child's Name information. We have arranged for you to sign up on Child's Name behalf for a one-year credit protection program from ConsumerInfo.com, Inc., an Experian Company, at no cost to you. This program includes identity theft insurance.\*

Your peace of mind is of the utmost importance to us and we are committed to aggressively addressing any uncertainty. Please see below for instructions on signing up for the credit protection program.

Sincerely,

Thomas E. Wilhelmsen, Jr.  
President/CEO

Instructions: To activate your complimentary one-year membership in Family Secure, visit the website listed below and enter Child's Name individual activation code. If you have questions about this credit protection program or want to enroll in this program over the phone, please call a customer care representative toll-free at 888-276-0529 during the hours of Monday - Friday 9 a.m. – 9 p.m. and Saturday and Sunday, 11 a.m. – 6 p.m., Eastern Standard Time.

Triple Alert Web Site: <http://www.familysecure.com/enroll>

Your Activation Code: #####

You must enroll by: 9/30/11

*\* Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of Chartis Inc. Please refer to the actual policies for complete terms, conditions, and exclusions of coverage. View the Summary of Benefits.*



8 PROSPECT STREET P.O. BOX 2014 NASHUA NH 03061 (603) 577-2000

May 23, 2011

«First\_Name» «Last\_Name»

«Street1» «Street2»

«City», «State» «Zip»

Dear «Salutations» «Last\_Name»:

I am writing to let you know about a situation that recently came to our attention. The Southern New Hampshire Health System (SNHHS) network was infected with a virus on April 19, 2011. Although we believe the risk of identity theft is low, there was a brief period of unauthorized access to our network that may have exposed social security numbers, names and limited demographic information for a small number of individuals. Your personal information was included in this group.

We are writing to tell you about the incident out of an abundance of caution and to call your attention to the steps you may take to help protect yourself. We have developed a plan to provide you with additional oversight of your information. We have arranged for you to sign up for a one-year credit protection program from ConsumerInfo.com, Inc., an Experian Company, at no cost to you. This program includes identity theft insurance.\*

Your peace of mind is of the utmost importance to us and we are committed to aggressively addressing any uncertainty. Please see below for instructions on signing up for the credit protection program.

Sincerely,

Thomas E. Wilhelmsen, Jr.  
President/CEO

Instructions: To activate your complimentary one-year membership in Triple Alert, visit the website listed below and enter your individual activation code. If you have questions about this credit protection program or want to enroll in this program over the phone, please call a customer care representative toll-free at 866-252-8809 during the hours of Monday - Friday 9 a.m. – 9 p.m. and Saturday and Sunday, 11 a.m. – 6 p.m., Eastern Standard Time.

Triple Alert Web Site: <http://partner.consumerinfo.com/triple>

Your Activation Code: «Activation\_Code»

You must enroll by: 9/30/11

*\* Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of Chartis Inc. Please refer to the actual policies for complete terms, conditions, and exclusions of coverage. View the Summary of Benefits.*