

Law Offices

April 2, 2013

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Suite 3700
Chicago, IL
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VIA FEDEX

Honorable Michael A. Delaney
New Hampshire Department of Justice
33 Capitol Street
Concord, New Hampshire 03301

(312) 569-1000
(312) 569-3000 fax
www.drinkerbiddle.com

Re: Data Security Breach

CALIFORNIA
DELAWARE
ILLINOIS
NEW JERSEY
NEW YORK
PENNSYLVANIA
WASHINGTON D.C.
WISCONSIN

Dear Mr. Attorney General:

I am writing on behalf of TRADEBE Environmental Services, LLC ("Tradebe") to notify the Attorney General's Office, pursuant to N.H. Rev. Stat. Ann. §§ 359 – C: 19 to 21, of a recent data security breach affecting New Hampshire residents.

Specifically, on March 20, 2013, Tradebe was notified by an employee of the theft of a Tradebe laptop from the employee's vehicle. The laptop is believed to have contained payroll and tax information with names and Social Security numbers of current and former Tradebe employees. The laptop was password protected, but the data was not encrypted. The data contained the information of 12 New Hampshire residents.

On March 26, 2013, in an effort to notify affected individuals as quickly as possible so as to minimize any potential risks, Tradebe sent a letter to affected individuals via U.S. first class mail notifying them of the breach (the "Notification"). The Notification, among other things, indicates the nature of the breach, offers a one-year membership with Experian's ProtectMyID Elite program paid for by Tradebe, and contains information regarding other steps that can be taken to help protect affected the individuals' security, including steps recommended by the FTC on how to protect an individual's security. A copy of the Notification is attached.

Tradebe is making every effort to provide affected New Hampshire residents with the proper notification and information so that they can take the steps necessary to protect their security. If you have any additional questions and/or require additional information, please do not hesitate to contact me.

Respectfully,

DRINKER BIDDLE & REATH LLP



Kenneth K. Dort

KKD/mkl
Enclosure

March 25, 2013

[FName] [LName]
[Address1] [Address 2]
[City], [State] [Zip]

Dear [FName]:

We are writing to notify you of a recent incident involving your personal information. On March 20th, an employee notified us of a break-in that included the theft of a Tradebe laptop computer. Our records indicate that payroll and/or tax information about you which was limited to your name and Social Security number was included in the data on that laptop.

While this computer was password protected, the data was not encrypted. A police report has been filed regarding this incident and the police are investigating. At this time, we have no reason to believe that your information has been inappropriately used. We deeply apologize for this unfortunate situation and have taken actions to address this case and protect you.

At our expense, we want to provide you a service that can help protect you against misuse of the information. We are offering a complimentary one-year membership of Experian's® ProtectMyID® Elite. 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.

While we are hopeful there won't be problems with the loss of this computer, we strongly encourage you to enroll in this service (which will be paid by Tradebe) to protect yourself from the potential misuse of your information. Instructions on how to enroll for this service are below.

Activate ProtectMyID Now in Three Easy Steps:

1. **ENSURE** That You Enroll By: June 30, 2013
2. **Visit the ProtectMyID Web Site:** www.protectmyid.com/enroll or call 877-441-6943 to enroll
3. **PROVIDE** Your Activation Code: [Insert 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 Surveillance Alerts™ from ProtectMyID on any key changes in your credit report, a change of address, or if an Internet Scan detects that your information may have been found in an online forum where compromised credentials are traded or sold.

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
- **Surveillance Alerts**
 - **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
 - **Internet Scan:** Alerts you if your Social Security Number or Credit and/or Debit Card numbers are found on sites where compromised data is found, traded or sold.
 - **Change of Address:** Alerts you of any changes in your mailing address.
- **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.
- **Lost Wallet Protection:** If you ever misplace or have your wallet stolen, an agent will help you cancel your credit, debit and medical insurance cards.
- **\$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/enroll or call 877-441-6943 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 877-441-6943.

In addition, the Federal Trade Commission suggests the following steps if you believe your identity has been stolen.

1. Place a fraud alert on your credit reports and review your credit reports. Contact the toll-free fraud number of any of the three consumer reporting companies below to place a fraud alert on your credit report. You only need to contact one of the three companies to place an alert. The company you call is required to contact the other two companies.

* Equifax 1-800-525-6285
www.equifax.com
P.O. Box 740241, Atlanta, GA 30374-0241

* Experian 1-888-EXPERIAN or 1-888-397-3742
www.experian.com;
P.O. Box 9532, Allen, TX 75013

* TransUnion 1-800-680-7289
www.transunion.com
Fraud Victim Assistance Division,
P.O. Box 6790, Fullerton, CA 92834-6790

Once you place the fraud alert, you are entitled to order free copies of your credit reports.

2. Carefully review your credit reports. Look for inquiries from companies that you haven't contacted, accounts that you did not open, and debts on your accounts that you can't explain. Be aware that some companies may bill under names other than their store names.
3. Close any accounts that you know, or believe, have been tampered with or opened fraudulently.
4. File your concern with the Federal Trade Commission. This important information helps law enforcement agencies track down identity thieves. You can contact the Federal Trade Commission at 1-877-ID-THEFT, (1-877-438-4338) or by visiting the Federal Trade Commission website at www.ftc.gov/idtheft or write Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.
5. File a report with your local police or the police in the community where the identity theft took place.

Even if you do not find any signs of fraud on your credit reports, experts in identity theft recommend you check your credit reports every three months for the next year.

If you have any questions or need any help with anything mentioned in this letter, please contact me by e-mail at sharon.tylus@tradebe.com or contact at 1-219-354-2351. In addition,

please notify me if you believe your information is being used (e.g. identity theft) by another party so that we can work with you and law enforcement officials to promptly investigate the matter.

Tradebe takes seriously the responsibility to maintain the security of your information. We are taking additional steps including a procedural change to reduce the risk of this happening again. Please accept our sincere apology for this serious incident. We will make every effort to ensure this does not happen again.

Sincerely,

Sharon A. Tylus
Director, Human Resources
Tradebe Environmental Services