

# BakerHostetler

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October 23, 2012

**Via Federal Express**

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

*Re: Incident Notification*

Dear Attorney General Delaney:

On September 10, 2012, our client, Vermont State Employees Credit Union (VSECU), discovered that two unencrypted computer backup tapes that were created on August 27, 2012 were missing. VSECU immediately started a thorough search and an investigation into what happened to the backup tapes. VSECU has concluded its investigation and did not find any evidence that the backup tapes were stolen or that the information on the backup tapes has been accessed or used improperly. Rather, VSECU believes that the backup tapes were mistakenly thrown away and are now buried in a landfill where they cannot be retrieved.

The backup tapes contained information commonly provided to VSECU, such as names, addresses, Social Security numbers, driver's license numbers, financial account information and transaction records. This incident affects VSECU members as well as non-members (e.g. joint owners, co-borrower, and co-signers). As a precaution, VSECU is notifying all individuals with information on the backup tapes and offering to eligible individuals one year of free credit monitoring and identity theft protection services provided by TransUnion Interactive. VSECU is conducting a comprehensive internal review of its practices and procedures to help prevent something like this from happening again, including verifying that all new backup tapes are encrypted according to VSECU policy.

Chicago Cincinnati Cleveland Columbus Costa Mesa  
Denver Houston Los Angeles New York Orlando Washington, DC

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Attorney General Michael A. Delaney  
October 23, 2012  
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We are notifying approximately 1,544 New Hampshire residents. Notification is being sent to those residents in substantially the form attached hereto, with mailing commencing on October 23, 2012.

Sincerely,

A handwritten signature in black ink, appearing to read "Theodore J. Kobus III". The signature is written in a cursive style with a large, stylized initial 'T'.

Theodore J. Kobus III

Enclosure



October 23, 2012

SS87468L01-0123456 T-00001 \*\*\*\*\*3-DIGIT 166

SAMPLE A SAMPLE



APT ABC  
123 ANY ST  
ANYTOWN, PA 12345-6789



Dear Sample A Sample:

Protecting the confidentiality of the information you provide to us is extremely important. We sincerely apologize that we are writing to make you aware of an incident regarding that information.

On September 10, 2012, we discovered that two unencrypted computer backup tapes that were created on August 27, 2012 were missing. We immediately started a thorough search and an investigation into what happened to them. We have concluded our investigation and did not find any evidence that the backup tapes were stolen or that the information on the tapes has been accessed or used improperly. Rather, we believe that the tapes were mistakenly thrown away and are now buried in a landfill where they cannot be retrieved.

The tapes contained information you commonly provide us, such as names, addresses, Social Security numbers, driver's license numbers, financial account information and transaction records. Accordingly, we want to let you know this happened and provide you with credit monitoring and identity theft protection services for one year at no cost to you. For detailed information on this service and instructions on how you can activate it, please see the next page of this letter. Whether or not you choose to use the credit monitoring service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, credit union and other financial statements for unauthorized activity and immediately report any suspicious activity to VSECU.

We take this matter very seriously. The Supervisory Committee and Board of Directors have been fully involved in this process. We have been in regular communication with our regulators and law enforcement officials. We are conducting a comprehensive internal review of our practices and procedures to help prevent something like this from happening again, including verifying that all new backup tapes are encrypted according to our policy.

If you have any questions regarding this incident or the credit monitoring offer, please call (toll free) 1-855-292-0497, Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time. We regret any inconvenience this may cause you and we stand ready to demonstrate that we are worthy of your continued trust.

Sincerely,

Steven D. Post  
Chief Executive Officer & President

(OVER PLEASE)



## TransUnion Enrollment Information

To enroll in this free service, go to the TransUnion Interactive Web site at [www.transunionmonitoring.com](http://www.transunionmonitoring.com) and in the "Activation Code" space, enter ABCDEFGHIJKL and follow the simple steps to receive your services online within minutes. If you have any questions or do not have access to the Internet and wish to enroll in a similar offline paper-based three-bureau credit monitoring service, via U.S. Mail delivery, please call the TransUnion Fraud Response Services toll free hotline at 1-855-292-0497, Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time (closed on all U.S. observed holidays). You can sign up for the online or offline credit monitoring service anytime between now and January 31, 2013. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals that do not have a credit file with TransUnion, or an address in the United States (or its territories) and a valid Social Security number.

Once you are enrolled, you will be able to obtain one year of unlimited access to your TransUnion credit report and credit score. The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion, Experian and Equifax, including fraudulent activity, new inquiries, new accounts, new public records, late payments, change of address and more. The service includes up to \$25,000 in identity theft protection with \$0 deductible. (Certain limitations and exclusions apply).

Under federal law, you may obtain a free copy of your credit report once every 12 months from each of the three major nationwide credit reporting companies below by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), or by calling 1-877-322-8228.

Equifax	Experian	TransUnion
1-800-685-1111	1-888-397-3742	1-800-888-4213
P.O. Box 740256	P.O. Box 2002	P.O. Box 1000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 19022
<a href="http://www.equifax.com">www.equifax.com</a>	<a href="http://www.experian.com">www.experian.com</a>	<a href="http://www.transunion.com">www.transunion.com</a>

You also have the right to ask that the nationwide credit reporting companies place a Fraud Alert on your credit file to let potential credit grantors know to verify your identification before extending credit in your name in case someone is using your information without your consent. This is a free service and must be renewed every 90 days. A Fraud Alert can make it more difficult for someone to get credit in your name, however, please be aware that it also may delay your ability to obtain credit. You can call one of the three major nationwide credit reporting companies to place your initial 90-day Fraud Alert. As soon as the credit reporting company confirms your Fraud Alert they will also forward your alert request to the other two nationwide credit reporting companies so you don't need to contact each of them separately.

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 your credit union, 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](http://www.ftc.gov)  
1-877-438-4338

You can also obtain information from the Federal Trade Commission regarding steps a consumer can take to protect against identity theft. In addition, you may contact TransUnion's Response Services toll free hotline at 1-855-292-0497 Monday through Friday, 9:00 a.m. to 7:00 p.m. Eastern Time for information and assistance in addressing your identity theft issue. You should also immediately contact the police in your jurisdiction and file a police report of identity theft. Obtain a copy of the police report as you may need to provide copies of the report to creditors to clear up your records.