



West Publishing Corporation
610 Opperman Drive
Eagan, MN 55123
[REDACTED]

RECEIVED

NOV 14 2014

DOJ ADMIN

November 3, 2014

Office of the Attorney General
New Hampshire Department of Justice
33 Capitol Street
Concord, NH 03301

Re: Legal Notice of Information Security Breach Pursuant to N.H. Rev. Stat. Ann. § 359:C20(I)(b)

To Whom It May Concern:

In accordance with the above-reference provision of New Hampshire law, I write to inform you of an information security incident affecting approximately 9 New Hampshire residents.

The incident arises from certain unauthorized searches of our Westlaw public records databases. In our regular administration of these databases, we recently detected unusual search activity involving individuals' records. While we continue to investigate the source of this activity, it appears that the passwords of certain authorized subscribers were compromised, enabling unauthorized users to run search queries on the affected databases.

On October 14, 2014, we detected unusual search activity using an apparently compromised password that resulted in access to certain individuals' personal information. The data disclosed appears to have included address, date of birth, and, in some cases, driver's license number and Social Security Number. No credit card or bank account information was included in this data.

Upon learning of the unusual searches, we took prompt action to begin identifying the scope and source of the search activity; remove external access to full sensitive identifiers in public records results; implement technological controls to detect and respond to searches of more limited public records that also appear unauthorized; and proactively engage federal law enforcement. In addition, we initiated a process of forcing a password reset across all public records users, focusing on priority passwords that, as a result of search activity, we knew to be compromised. We also began arrangements to identify and notify the affected individuals and offer them assistance, including arranging for free credit monitoring.

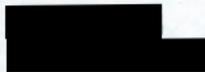
Enclosed is a copy of the notification letter that will be mailed to affected individuals on November 4, 2014. As indicated in the attachment, the notification to individuals includes (1) a description of the incident and the type of personal information at issue; (2) the actions taken by West Publishing Corp. to protect personal information from further unauthorized access; (3) a toll-free phone number to call for further information and assistance; (4) information on how the individual may enroll in free credit monitoring arranged by West Publishing Corp.; (5) information about how to place a fraud alert or security freeze on a credit report; (6) the toll-free

numbers and addresses for the major consumer reporting agencies; (7) the toll-free number, address, and website for the Federal Trade Commission and a statement that individuals can obtain information on identity theft from this source; and (8) advice that directs the individual to remain vigilant by reviewing account statements and monitoring free credit reports.

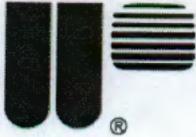
If you have any questions or need further information regarding this incident, please do not hesitate to contact me.

Sincerely,

Wendy A. Friedland



ENCLOSURE



West Publishing Corporation
610 Opperman Drive
Eagan, MN 55123

November 4, 2014



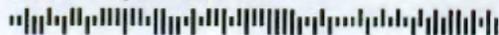
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SAMPLE A SAMPLE

APT ABC

123 ANY ST

ANYTOWN, US 12345-6789



RE: Important Security and Protection Notification. Please read this entire letter.

Dear Sample A Sample:

We are writing to make you aware of recent activity involving one of our Westlaw services through which some of your personal information may have been disclosed.

Westlaw is an online legal research service offered to businesses and professionals. Westlaw includes a subscription-only, public records database that we make available to authorized professional subscribers, such as law firms, legal and compliance departments, and government agencies conducting due diligence. In our regular administration of these public records databases, we recently detected unusual search activity involving individuals' records. While we continue to investigate the source of this activity, it appears that the passwords of certain authorized subscribers were compromised, enabling unauthorized users to run search queries on the affected databases.

On October 14, 2014, we detected an unusual user search using an apparently compromised password that resulted in access to certain individuals' personal information, including yours. The data disclosed appears to have included address, date of birth, and, in some cases, driver's license number and Social Security Number. We are not aware of any evidence that your information has been misused. No credit card or bank account information was included in this data.

We have alerted law enforcement to support our investigation of this activity, and are taking steps to insure the security of your data, including initiating a reset of all customer passwords.

To help you detect any possible misuse of your data, we also have arranged for you to enroll in a credit monitoring service for twenty four (24) months, at no cost to you. This service is designed to help detect possible misuse of your personal information and provide you with identity protection services focused on identification and resolution of identity theft. You may sign up for this service by following the instructions included in Attachment A. You will be able to access this offer at no cost until October 31, 2015.

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(OVER PLEASE)

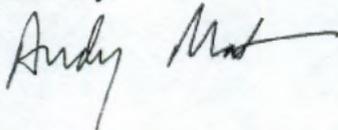
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Regardless of whether you elect to enroll in the credit monitoring service, we strongly recommend that you remain vigilant and regularly review and monitor all of your credit history to guard against any unauthorized transactions or activity. Attachment B contains more information about steps you can take to protect yourself against fraud and identity theft.

The integrity of our data and systems is our highest priority and we apologize for any inconvenience this issue may cause you. We hope you find the information in this letter and the attachments useful.

You may contact us with any questions about the incident at 877-534-7033.

Sincerely,

A handwritten signature in black ink, appearing to read "Andy Martens". The signature is fluid and cursive, with a long horizontal stroke at the end.

Andy Martens
SVP, Westlaw Product Management and Editorial
West Publishing Corporation

ATTACHMENT A

To help protect your identity, we are offering a **complimentary** two-year membership in Experian's® ProtectMyID® Elite. This product helps detect possible misuse of your personal information and provides you with superior identity protection support focused on immediate identification and resolution of identity theft.

Activate ProtectMyID ELITE Now in Three Easy Steps

1. **ENSURE That You Enroll By: October 31, 2015** (Your code will not work after this date.)
2. **VISIT the ProtectMyID Web Site to enroll: www.protectmyid.com/enroll**
3. **PROVIDE Your Activation Code: ABCDEFGHIJKL**

If you have questions or need an alternative to enrolling online, please call 877-534-7033 and provide engagement #: **PC89975**.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH PROTECTMYID ELITE MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - ◆ **Daily 3 Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax®, and TransUnion® credit reports.
 - ◆ **Internet Scan:** Alerts if your personal information is located on sites where compromised data is found, traded or sold.
 - ◆ **Change of Address:** Alerts of any changes in your mailing address.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - ◆ It is recognized 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.

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- **\$1 Million Identity Theft Insurance***: Immediately covers certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.
- **Lost Wallet Protection**: If you misplace or have your wallet stolen, an agent will help you cancel your credit, debit, and medical insurance cards.

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 877-534-7033.

* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). 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.

ATTACHMENT B

Additional Information

To protect against possible fraud, identity theft or other financial loss, we encourage you to remain vigilant, to review your account statements and to monitor your credit reports. Provided below are the names and contact information for the three major U.S. credit bureaus and additional information about steps you can take to obtain a free credit report, and place a fraud alert or security freeze on your credit report. If you believe you are a victim of fraud or identity theft you should consider contacting your local law enforcement agency, your State's attorney general, or the Federal Trade Commission.

INFORMATION ON OBTAINING A FREE CREDIT REPORT

U.S. residents are entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit reports, visit www.annualcreditreport.com or call toll-free (877) 322-8228.

INFORMATION ON IMPLEMENTING A FRAUD ALERT OR SECURITY FREEZE

Consider contacting the three major credit bureaus at the addresses below to place a fraud alert on your credit report. A fraud alert indicates to anyone requesting your credit file that you suspect you are a possible victim of fraud. A fraud alert does not affect your ability to get a loan or credit. Instead, it alerts a business that your personal information might have been compromised and requires that business to verify your identity before issuing you credit. Although this may cause some short delay if you are the one applying for the credit, it might protect against someone else obtaining credit in your name.

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a fraud alert or security freeze on your credit report, you must contact the three credit bureaus below:

Equifax:
Office of Fraud
Assistance
P.O. Box 105069
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian:
Credit Fraud Center
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion:
TransUnion LLC
P.O. Box 2000
Chester, PA 19022-2000
1-800-680-7289
www.transunion.com

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In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either a police report, investigative report, or complaint to a law enforcement agency concerning identity theft; and
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

You may also contact the U.S. Federal Trade Commission ("FTC") for further information on fraud alerts, security freezes, and how to protect yourself from identity theft. The FTC can be contacted at 400 7th St. SW, Washington, DC 20024; telephone 1-877-382-4357; or www.consumer.gov/idtheft.

ADDITIONAL RESOURCES

Your state Attorney General may also have advice on preventing identity theft, and you should report instances of known or suspected identity theft to law enforcement, your State Attorney General, or the FTC.

Maryland Residents: The Attorney General can be contacted at Office of Attorney General, 200 St. Paul Place, Baltimore, MD 21202; telephone (888) 743-0023; or <http://www.oag.state.md.us>.

Massachusetts Residents: Under Massachusetts law, you have the right to obtain any police report filed in connection to the incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

North Carolina Residents: The Attorney General can be contacted at 9001 Mail Service Center, Raleigh, NC 27699-9001; telephone (877) 566-7226; or www.ncdoj.gov.