



03/24/2014

Attorney General Joseph Foster
NH Department of Justice
33 Capitol Street
Concord, NH 03301

Dear Mr. Foster:

We are writing to notify you of loss of personal information involving a New Hampshire resident.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

On Tuesday, March 11, 2014, an individual on our staff mailed a USB drive to a client by means of the United States Postal Service. Our staff member was returning the drive to the bookkeeper and was unaware that there was sensitive information on it. We were informed by the bookkeeper on Wednesday that the envelope had been damaged by the Postal Service and that the drive was missing. Upon subsequent investigation, we determined that there were names and Social Security numbers in a QuickBooks file that was on the device. The bookkeeper said that the plastic envelope from the Postal Service was sealed, so we believe the USB drive is still at one of the Postal Service processing facilities. We have contacted the USPS and they are looking for the USB drive.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

One New Hampshire resident may be affected by this incident and has been notified by mail.

STEPS YOU HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT

Upon notification, we immediately contacted the Postal Service in an attempt to recover the drive. Their investigation is not yet complete. We have not reported the incident to law enforcement since it does not appear that the asset was stolen. Based on our investigation, we believe the USB drive is still in the custody of the Postal Service, whose employees are prohibited from opening the mail and its contents. We also contacted the bookkeeper in order to obtain a list of individuals that may be affected by the incident. We received this list on Tuesday, March 18, 2014 and are taking steps to notify those who may be impacted. We are in the process of changing our Information Security Policy to prohibit the mailing of *all* unencrypted portable media such USB drives and CDs/DVDs regardless of whether or not we believe it contains sensitive personal information or not. We have offered credit monitoring services to the affected individual.

If you have any questions, please do not hesitate to contact me.

Regards,

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