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November 18, 2016

VIA E-MAIL (SECURITYBREACH@ATG.WA.GOV)

Attorney General Bob Ferguson
Washington Office of the Attorney General
1125 Washington St., N.E.
P.O. Box 40100
Olympia, WA 98504

Re: Incident Notification

Our client, Springfield Armory, understands the importance of protecting the personal information of its customers. Springfield Armory received a report in late September, from a payment card network that it had noticed a pattern of unauthorized charges occurring on payment cards after they were used to make a purchase on its website. Springfield Armory immediately initiated an investigation and engaged a leading cyber security firm to examine its website network.

In early October, the findings from the investigation determined that an unauthorized person gained access to the web server and installed code that was designed to copy information entered during the checkout process, including order ID, name, address, email address, phone number, payment card number, expiration date and card security code. This information from orders placed between October 3, 2015 and October 9, 2016 may have been affected.

Springfield Armory has stopped the incident and has taken steps to further strengthen the security of its website to help prevent this from happening in the future, including removal of the code from the web server; changing passwords for operating system, SQL server and shopping cart control panel accounts; instituting SQL security measures to prevent SQL injection by the webstore; and, updating shopping cart security certificates. Springfield Armory is also providing a dedicated call center that potentially affected individuals can call with questions regarding the incident.

Accordingly, Springfield Armory will be providing written notification today to 512 Washington residents who placed orders on the Springfield Armory website from October 3, 2015 and October 9, 2016. Springfield Armory will provide notification in accordance with *Wash. Rev. Code Ann. §19.255.010* in substantially the same form as the enclosed document.

Notification is being provided in the most expedient time possible and without unreasonable delay following the completion of an investigation by Springfield Armory to determine the scope of the incident. *See Wash. Rev. Code Ann. §19.255.010.*

Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,

Craig A. Hoffman
Partner

Enclosures

<<MemberFirstName>> <<MemberLastName>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip Code>>

<<Date>> (Format: Month Day, Year)

Dear <<MemberFirstName>> <<MemberLastName>>,

Springfield Armory values the relationship we have with our customers and understands the importance of protecting personal information. We are writing to inform you about an incident that may involve some of your information.

In late September, Springfield Armory received a report from a payment card network that it had noticed a pattern of unauthorized charges occurring on payment cards after they were used to make a purchase on our website. Springfield Armory immediately initiated an investigation and engaged a leading cyber security firm to examine our website network. In early October, the investigation determined that an unauthorized person gained access to the web server and installed code that was designed to copy information entered during the checkout process, including order ID, name, address, email address, phone number, payment card number, expiration date and card security code. This information from orders placed between October 3, 2015 and October 9, 2016 may have been affected. You are being notified because you placed <<ClientDef1(an order through our website using the payment card ending in ####)>> during this time period.

Springfield Armory has stopped the incident and is taking steps to further strengthen the security of our website to help prevent this from happening in the future. We encourage you to remain vigilant for incidents of fraud and identity theft. You should review your payment card account statements closely and report any unauthorized charges to your card issuer immediately because card network rules generally provide that cardholders are not responsible for unauthorized charges that are reported in a timely manner. The phone number to call is usually on the back of your payment card.

We apologize for any inconvenience or concern this may have caused. If you have questions, please call 1-???-???-???? from [x:xx] a.m. to [x:xx] p.m. EST. Please reference this number **<<ID number>>** when you call.

Sincerely,

Peggy Hickenbottom
Vice President of Sales & Marketing
Springfield Armory

MORE INFORMATION ON WAYS TO PROTECT YOURSELF

We recommend that you remain vigilant by reviewing your account statements and credit reports for any unauthorized activity. You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your annual free credit report, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax, PO Box 740256, Atlanta, GA 30374, www.equifax.com, 1-800-685-1111

Experian, PO Box 9554, Allen, TX 75013, www.experian.com, 1-888-397-3742

TransUnion, PO Box 2000, Chester, PA 19022-2000, www.transunion.com, 1-800-916-8800

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 the Federal Trade Commission and/or the Attorney General's office in your state. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW
Washington, DC 20580, 1-877-IDTHEFT (438-4338), www.ftc.gov/idtheft