

April 17, 2008

**PERSONAL AND CONFIDENTIAL**

Julie Brill, Assistant Attorney General  
State of Vermont  
109 State St.  
Montpelier, VT 10609-1001.

Dear Assistant Attorney General:

I am writing to alert you about a data security situation at Central Collection Bureau (CCB), an Indiana debt collection company, located at 7510 S. Madison Ave, Indianapolis, Indiana.

The breach occurred on Friday, March 21, 2008, when thieves broke into the company's Indianapolis offices and stole eight (8) computers, as well as one of its servers (databases). The computers did not contain personal information. The server, which was password protected and protected by three (3) locked doors, contained the personal information on approximately 700,000 persons. Of those, approximately 10 were Vermont residents.


The personal information potentially exposed includes names, contact information, Social Security numbers, dates of birth, dates of service, and medical procedure codes. The affected individuals were referred to CCB for debt collection on or before March 20, 2008 by Indiana businesses.

CCB promptly contacted the police and is working with the Indiana Attorney General's office. The company also promptly installed additional locks, a security system, and a motion detection system to help minimize the risk of any further unauthorized access to its information. We are also undertaking a security review and implementing encryption for all of our electronic devices.

While CCB has no information suggesting that the breach occurred for the purposes of identity theft, it nevertheless contacted the three national credit bureaus to place a fraud alert. CCB notified affected individuals, alerting them to this situation. For your information, it did so via public notification pursuant to Indiana's security breach notification law (i.e., three consecutive announcements in the main newspapers, plus notification to television and radio stations). In addition, in a few situations in Indiana and in situations involving out-of-state residents, notification letters were sent to the last known addresses of the affected individuals.

CCB has also established a section on its internet site at [www.ccbinc.net](http://www.ccbinc.net) with information on identity theft and credit freezes, as well as more information about this incident.

Sincerely,

  
Chet Klene, President of CCB