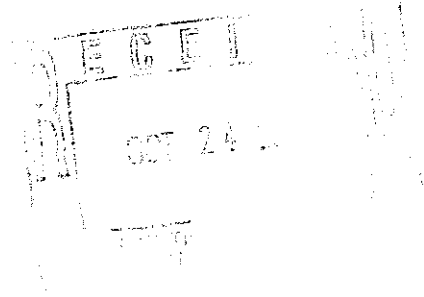


**COLE NATIONAL GROUP, INC.**  
**4000 Luxottica Place**  
**Mason, Ohio 45040**

*Direct Dial: 513 765-4483*

October 10, 2008

Office of the Attorney General  
900 East Main Street  
Richmond, Virginia 23219



Ladies and Gentlemen:

The purpose of this letter is to notify you of an incident involving unauthorized access to personal information of residents of Virginia. We recently discovered that an unknown, unauthorized person accessed a file on a company server in April 2008. This file contained payroll information for Things Remembered, Inc. employees from 1998 through March 2005. The information included names, addresses, Social Security Numbers, dates of birth, and other information used for processing payroll. Based on the information in the file that was accessed, as well as address verification performed this week, we believe approximately 1,801 of the affected individuals currently reside in Virginia.

We have reported the incident to the appropriate law enforcement agencies, and are cooperating with their ongoing investigation. At this time, we have no evidence that the compromised data has been misused. We have carefully reviewed the security of the server on which this file was located, and believe this was an isolated and unusual incident.

During the week of October 13, 2008, we plan to send notices by mail to all affected individuals; a sample copy of this notice is enclosed. The notice suggests steps that the individuals can take to help protect themselves from identity theft. Among other things, these notices contain the telephone numbers and websites of each of the three national consumer reporting agencies, and inform the individuals of their ability to contact any one of the agencies to obtain a copy of their credit reports or request that fraud alerts be placed on their credit files. We are also notifying the three national consumer reporting agencies of this incident and the number of affected individuals.

We are also offering each individual a complimentary 12-month membership for Triple Alert<sup>SM</sup>, a credit monitoring product offered by ConsumerInfo.com, Inc., an Experian<sup>®</sup> company.

If you need any further information, please contact me at 513-765-4483.

Sincerely,

Amy M. Scholl  
Sr. Attorney  
Cole National Group, Inc.

Enclosure

COLE NATIONAL GROUP, INC.  
4000 Luxottica Place  
Mason, Ohio 45040

October 14, 2008



TI P1\*\*\*\*\*AUTO\*\*5-DIGIT 44515 1

Dear [REDACTED]

Cole National Group, Inc. (a Luxottica Group Company) is contacting you because you were an employee of the Things Remembered brand at some point between 1998 and March 2005. We recently discovered that an unknown, unauthorized person accessed a file from a company server in April 2008. This file contained information used for processing payroll for Things Remembered employees during the time span noted above.

At this time, we have no evidence that the compromised data has been misused. We have carefully reviewed the security of the server on which this file was located, and believe this was an isolated and unusual incident.

Nonetheless, we want to provide you with details to detect and prevent misuse of your personal information. Your name, address, Social Security Number, date of birth and other information used for processing payroll were included in the file that was accessed.

We deeply regret that this has occurred and have taken action to ensure the security of this file going forward and to lessen the potential for harm. We have notified law enforcement of this incident, are conducting a full investigation, and will support prosecution of those involved.

We have also engaged ConsumerInfo.com, Inc., an Experian<sup>®</sup> company, to provide you with one full year of credit monitoring, at no cost to you. This credit monitoring product, known as Triple Alert<sup>SM</sup>, will identify and notify you of key changes that are detected on any of your credit reports from the three credit reporting companies: Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup>. This credit monitoring product is a powerful tool that you can use to help you identify possible fraudulent use of your information.

Your complimentary 12-month Triple Alert<sup>SM</sup> membership includes:

- Daily monitoring of your three credit reports from Experian, Equifax<sup>®</sup> and TransUnion<sup>®</sup>
- Email alerts if key changes are detected on any of your three credit reports
- Monthly "No Hit" alerts, if applicable
- Toll-free access to a dedicated team of Fraud Resolution Representatives if you should detect any fraudulent activity or become a victim of identity fraud
- \$25,000 in identity theft insurance provided by Virginia Surety Company, Inc. with no deductible\*

\*Please note that due to New York state law restrictions, identity theft insurance coverage cannot be offered to individuals who are residents of New York, nor is coverage available in U.S. overseas Commonwealths or Territories outside the continental U.S. (i.e., Puerto Rico, Guam, etc.).

You have ninety (90) days from the date of this letter to activate this membership, which will then continue for 12 full months. We encourage you to activate your credit monitoring membership as soon as possible.

To sign up, please visit <http://partner.consumerinfo.com/info1> and enter your individual activation code provided below. Please keep in mind that once activated, the code cannot be re-used. You will be instructed on how to enroll in your complimentary credit monitoring product. All credit alerts will be accessible online. If you need technical assistance, please call 1-866-252-0121.

Your Single Use Credit Monitoring Activation Code: [REDACTED]

We have also advised the three major U.S. credit reporting companies about this incident. We have given them a general report, alerting them to the fact that the incident occurred. However, we have not notified them that your specific information was in the file breached.

We encourage you to take preventative measures now to help prevent and detect any misuse of your information. It is very important that you remain vigilant in protecting your identity by reviewing account statements and monitoring your free credit reports. To obtain a free copy of your credit report, you may visit <http://www.annualcreditreport.com> online, or call toll free 877-322-8228. Hearing impaired consumers can access TDD service at 877-730-4104.

We recommend that you place a fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. Call any one of the three major credit reporting companies. As soon as one credit reporting company confirms your fraud alert, the others are notified to place fraud alerts on your credit file. All three credit reports will be sent to you, free of charge, for your review.

Equifax	Experian	TransUnion Corp
800-685-1111	888-397-3742	800-680-7289
<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>

Even if you do not find any suspicious activity on your initial credit reports, the Federal Trade Commission ("FTC") recommends that you check your credit reports periodically. Checking your credit reports periodically can help you spot problems and address them quickly.

If you find suspicious activity on your credit reports or have reason to believe your information is being misused, call your local law enforcement agency and file a police report. Get a copy of the report; many creditors want the information it contains to absolve you of the fraudulent debts.

If you believe your information is being misused, you also should file a complaint with the FTC at <http://www.ftc.gov/idtheft> or at 1-877-ID-THEFT (877-438-4338). Your complaint will be added to the FTC's Identity Theft Data Clearinghouse, where it will be accessible to law enforcers for their investigations.

Finally, we also recommend you visit the FTC website which provides a comprehensive guide to help you with security of your personal information and guard against its misuse by others at <http://www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idtheft04.shtm>.

Again, we sincerely apologize that this incident has occurred. The action steps we are taking, and suggest you consider taking, are preventative. If you have any questions about this incident, please call us at 1-866-285-7669 (Monday through Friday, 8:00 a.m. - 5:00 p.m. ET).

Sincerely,

Cole National Group, Inc.