

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

Direct Dial: 513 765-4483

October 10, 2008

Office of Attorney General Martha Coakley
One Ashburton Place
Boston, Massachusetts 02108

Ladies and Gentlemen:

The purpose of this letter is to notify you of an incident involving unauthorized access to personal information of residents of Massachusetts. 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 1,461 of the affected individuals currently reside in Massachusetts. We are also notifying the Office of Consumer Affairs and Business Regulation.

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 to request that fraud alerts or credit freezes 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 AlertSM, a credit monitoring product offered by ConsumerInfo.com, Inc., an Experian[®] 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



T1 P1 *****AUTO**3-DIGIT 010 1

[REDACTED]
[REDACTED]
[REDACTED] MA [REDACTED]

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.

We deeply regret that this has occurred and have taken action to ensure the security of this information 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® company, to provide you with one full year of credit monitoring, at no cost to you. This credit monitoring product, known as Triple AlertSM, 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® and TransUnion®. 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 AlertSM membership includes:

- Daily monitoring of your three credit reports from Experian, Equifax® and TransUnion®
- 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 agencies 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 agencies. As soon as one credit reporting agency 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
www.equifax.com	www.experian.com	www.transunion.com

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.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this 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. 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.

Massachusetts law also allows consumers to place a security freeze on their credit reports. 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 company may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

TransUnion Security Freeze
Fraud Victim Assistance Dept.
P.O. Box 6790
Fullerton, CA 92834

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 the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
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.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. They must also send written confirmation to you within five (5) business days, and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit bureaus have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

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/idtheft4.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.