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March 25, 2008

**Via FedEx**

Scott D. Schafer  
Assistant Attorney General  
Consumer Protection Division  
Office of the Attorney General  
One Ashburton Place  
Boston, MA 02108

Re: Lippincott Williams & Wilkins

Dear Mr. Schafer:

Pursuant to our recent communications, I am enclosing on behalf of our client, Lippincott Williams & Wilkins, a Wolters Kluwer business, a supplemental letter to Massachusetts residents who may have been affected by the recent data security breach incident that Wolters Kluwer disclosed in its letter to you of March 7, 2008.

Lippincott Williams & Wilkins desires to be as helpful as possible to its customers and, as you know, has already offered its customers the opportunity to sign up for a free credit monitoring service at the company's expense. Nevertheless, in response to your recent request that the company provide residents with additional information on how they can request a security freeze, LWW mailed the enclosed letter to potentially affected Massachusetts residents on March 24, 2008. Since you already advised that the attached letter is satisfactory, we trust that Lippincott Williams & Wilkins has fully addressed your questions.

Should you have further questions, please feel free to contact me at (202) 434-4234.

Sincerely,



Tracy P. Marshall

Enclosure

cc: Richard J. Parker, Esq., Wolters Kluwer North American Shared Services  
Sheila A. Millar, Esq., Keller and Heckman LLP

March \_\_, 2008

Name

Address

City, State, Zip

Dear \_\_\_\_\_:

We recently sent you a letter informing you that personal information collected through the Stedmans.com website, <http://www.stedmans.com/>, may have been compromised. In that letter, we outlined the steps that Lippincott Williams & Wilkins had taken to respond to the incident, as well as the additional steps that you can take to protect your personal information.

In response to recent questions, Lippincott Williams & Wilkins is taking this opportunity to provide you with additional information on how you can contact the three major national credit reporting agencies ("CRAs") to place a security freeze on your credit report and restrict the CRAs from releasing any information from your consumer report without your prior written consent. Specifically, we have provided in the attachment to this letter the necessary information that you will need to provide to the CRAs to request a security freeze and the fees that you will be required to pay to the CRAs for such a request.

Again, Lippincott Williams & Wilkins regrets that this situation has occurred and apologizes for any inconvenience this may have caused. If you have any questions, please feel free to contact Customer Service by mail at 16522 Hunters Green Pkwy., Hagerstown, MD 21740, or call toll-free at 1 800 621-7500. When you hear the voice prompts, press the asterisk, which is the \* key. This will send your call to a Specialist who can help you. Our hours of operation are Monday through Friday from 8:30 a.m. to 5:00 p.m. EDT.

Sincerely,

Rick Perry  
Executive Vice President and General Manager

Enclosure

## How to Request a Security Freeze

Under Massachusetts law, a consumer may request that a security freeze be placed on his or her consumer report by sending a request via certified, overnight, or regular mail to one of the three major national credit reporting agencies, Equifax, Experian, and TransUnion ("CRAs"), at their addresses listed below. You should request the security freeze from all three major CRAs, as the CRAs do not share security freeze information with each other.

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
1-800-525-6285	1-888-397-3742	1-800-680-7289
P.O. Box 105788 Atlanta, Georgia 30348	P.O. Box 9554 Allen, TX 75013	P.O. Box 6790 Fullerton, CA 92834

The CRA must place a security freeze on a consumer report within 3 business days after receiving a request, send you a written confirmation within 5 business days after receiving the request, and provide you with a unique personal identification number or password, or both, to be used to provide authorization for the removal or lifting of the security freeze. A security freeze will remain in place until you request that it be lifted or removed.

## Necessary Information to Provide to Request a Security Freeze

### Equifax

To request a security freeze through Equifax, you must provide all of the following information:

- Your full name, address, Social Security number, and date of birth.
- Proof of current address, such as a current utility bill.
- \$5 payment by personal check, money order, or credit card (Visa, Master Card, American Express, or Discover). If you are a victim of identity theft or the spouse of a victim, then you will not be charged the \$5 fee provided that you furnish a copy of the police report.

If you pay the \$5 fee by credit card, then you must also include the following information:

- Name of the person as it appears on the credit card
- Type of credit card
- Complete account number
- Expiration data (month and year)
- For American Express - 4 digit Card Identification Number (on front of card above the account number)
- For Mastercard, VISA, or Discover Card - 3 digit Card Identification Number (on back of card at the end of the account number).

## **Experian**

To request a security freeze through Experian, you must provide all of the following information:

- Your full name (including middle initial and JR, SR, II, III, etc.), Social Security number, and date of birth (month, day and year).
- Current address and previous addresses for the past two years.
- Payment of the \$5 fee, unless you are a victim of identity theft or spouse of a victim of identity theft and submit a valid police report, in which case no fee will be charged.
- One copy of a government issued identification card, such as a driver's license, state or military ID card, etc. and one copy of a recent utility bill, bank or insurance statement, etc. Each copy must be legible and display your name, current mailing address, and the date of issue.

## **TransUnion**

To request a security freeze through TransUnion, you must provide all of the following information:

- Your name, address, and Social Security Number.
- Credit card number (American Express, Discover, MasterCard or Visa) and expiration date to pay the \$5 fee (unless you are a victim of identity theft and provide a copy of a valid police report, in which case no fee will be charged).
- Proof of current residence, such as a state issued identification card or driver's license.

### **Fees Required to be Paid to Consumer Reporting Agencies**

The CRAs may not charge a fee for placing, lifting, or removing a security freeze on a credit report to identify theft victims or their spouses who provide the CRA with a valid police report. You have a right to request a police report if you are a victim of identity theft. All other consumers must pay a \$5 fee for placing, lifting, or removing a security freeze with any CRA.