



March 19, 2010

Office of the Attorney General
Attn: Security Breach Notification
6 State House Station
Augusta, ME 04333

RE: Notification of Security Breach

Dear Attorney General:

I am writing on behalf of MyPlane, Inc. dba MyPilotStore to inform you of a recent security breach incident involving our website mypilotstore.com. This breach, by an individual or individuals not associated with MyPilotStore, may have resulted in the unauthorized access of credit card information, email address, mailing address, and phone numbers of residents of your state. Upon learning about this unlawful intrusion on February 18, 2010, we immediately notified our merchant bank, Wells Fargo, along with Visa, MasterCard, and American Express. We have also notified the Phoenix, AZ office of the US Secret Service. A copy of the letter sent to our customers is also included.

MyPilotStore.com sincerely regrets this incident and is committed to maintaining the confidentiality of its customers' personal information. The company has taken a number of steps to assure the security of data and minimize the likelihood of a similar incident occurring in the future, including limiting the amount of personal information stored, how such information is stored and the time in which such information is stored. The company has also put in place a number of enhanced security features to protect its network.

Please contact me with any questions or concerns regarding this incident.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Glowacki".

Corbin Glowacki
President

CONSUMER PROTECTION DIVISION
RECEIVED
MAR 20 2010
OFFICE OF ATTORNEY GENERAL

Dear valued customer,

One of the most important missions for MyPilotStore.com since we opened for business in 1998 has been the safety and security of our customers' information. Because that is a priority for us, we wanted to let you know about a security breach which has recently come to our attention.

In late February 2010 we discovered that hackers had accessed our system containing our customer's credit card numbers and that as a result of this unlawful intrusion, certain customers received a nominal fake charge to their credit card by a company not associated with us. Immediately upon learning of this incident, we took steps to diligently investigate this matter and insure that the integrity of our system was restored. We have recently completed our investigation, and as a result of this investigation we believe only a small number of customers were impacted by this breach. However, out of an abundance of caution we are notifying everyone so that you can keep an eye on your credit card statements. You can be assured that we are taking this problem very seriously. A number of necessary steps have been taken to not only fix the source of this problem but also to prevent it from occurring again. We are committed to continue providing you the level of service you have known and trusted.

We have provided the information related to this incident to our merchant bank, Wells Fargo, who in turn has notified all of the credit card companies including Visa, MasterCard, and American Express. We have also notified federal law enforcement about the issue. Based on the information at hand, and what we have learned from the banks, we do not believe this breach is widespread. However, we have taken additional steps internally to ensure your personal information is secure. Additional layers of security have been put in place to provide the safeguards necessary to combat what has become a widespread challenge for large and small businesses alike.

You need to know that the breach of data did NOT contain personal information such as Social Security numbers (which we have never asked you for or had access to) or credit card CVV (3-4 digit security) codes, therefore making it highly unlikely it can be used for identify theft.

We recommend that you diligently monitor your credit card statements and/or that you place a fraud alert with the issuing bank for the credit card you used during your transaction. A fraud alert tells creditors to contact you before they accept charges or change your existing accounts. Plus, you may call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

Equifax
P.O. Box 740256
Atlanta, GA 30374
800-525-6285
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022
800-888-4213
www.transunion.com

Even if you do not find any suspicious activity on your credit card reports, the Federal Trade Commission (FTC) recommends that you check your credit charges periodically. Victim information sometimes is held for use or shared among a group of thieves at different times. Checking your credit card charge records periodically can help you spot problems and address them quickly. The FTC has a toll free number, (877)-438-4338, that you can call to access free information regarding identity theft issues and steps you can take to avoid identity theft. Further, the link below will direct you to Take Charge: Fighting Back Against Identity Theft, a comprehensive guide from the FTC to help you guard against and deal with identity theft:

<http://www.ftc.gov/bcp/edu/microsites/idtheft/>

We are deeply troubled by this event and sincerely apologize for any inconvenience this may cause. We take our customers trust and safety very seriously, and it breaks our hearts to have to send such troubling news. We want you, our valued customer, to know that everything we do is about getting you the highest quality merchandise, for the best price, to your door in the shortest amount of time. We also are committed to making sure your transaction is easy and done in a secure environment. We hope that we can continue to earn your business. If you have any questions regarding this incident, please contact our corporate offices via email at service@MyPilotStore.com or phone us at (877)-314-7575.

Sincerely yours,

Corbin Glowacki
Founder and President
MyPilotStore.com

This email was sent by MyPilotStore.com, 7432 E Tierra Buena Ln, Ste 105 Scottsdale, AZ 85260 USA 480-556-0500 / 877-314-7575.