



## QUAYSIDE PUBLISHING GROUP

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June 21, 2013

### ADDRESS

We are writing to notify you of an incident that involved unauthorized access to our web server in which your personal information, including your credit card number, may have been stolen. We were recently made aware of this incident and have taken action to secure our servers.

### WHAT HAPPENED?

We have established that malicious software planted by an outside source may have been able to access your credit card information, name, and address during your recent transaction with us at with one of our ecommerce sites: Qbookshop.com, Qbookshop.net, Motorbooks.com or WalterFoster.com. The estimated time this may have occurred was between April 29, 2013 and June 17, 2013.

It is not certain that your cardholder information was obtained or that any attempt will be made to misuse information that was on our servers.

### WHAT WE HAVE DONE AND WHAT WE ARE DOING IN RESPONSE TO THIS INCIDENT.

Upon becoming aware of the incident, we took immediate steps to contain the breach and initiated an investigation. Our shopping cart is temporarily suspended until we are absolutely certain that all malware has been removed from our server and we have simultaneously initiated additional security features. We have notified all of our customers who made purchases between April 29, 2013 and June 17, 2013 and whose personal information may have been taken of the unauthorized access to our server as described above, and the possible acquisition of this information by the unauthorized user.

### HOW CAN YOU HELP PROTECT YOURSELF?

You should review your bank, credit and debit card accounts over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit card company.

To help protect yourself from the possibility of identity theft, you may consider placing a fraud alert on your credit file. A fraud alert lets creditors know to contact you before opening any new accounts or making any changes to your existing accounts. There is no charge for this service, and it is easy to request. Call any one of the three major credit bureaus. As soon as one credit bureau confirms your fraud alert, the others will be notified to place fraud alerts on your credit file. All three credit bureaus will send you your credit report free of charge for your review.

Equifax  
www.equifax.com  
800-525-6285

Experian  
www.experian.com  
888-397-3742

TransUnion  
www.transunion.com  
800-680-7289

When you receive your credit reports, study them carefully. Look for accounts you did not open. Look for inquiries from creditors that you did not initiate. Also look for personal information, such as home address and Social Security number that is not accurate. If you see anything you do not understand, call the credit reporting company at the telephone number on the report.

If you find suspicious activity on your credit report, or have reason to believe your information is being misused, contact your local police or sheriff's office and file a report of identity theft. Get a copy of the police report; many creditors want the information it contains to absolve you of any fraudulent debts. Even if you do not find any suspicious activity on your credit reports, experts recommend that you continue to monitor your credit reports and keep the fraud alert in place for at least a year.

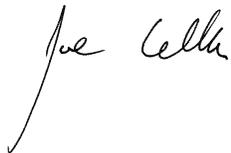
For more information about preventing identify theft, we suggest you visit the Federal Trade Commission's identity theft Web site at <http://www.consumer.ftc.gov/features/feature-0014-identity-theft>. You may contact the FTC by phone at (877) 438-4338 or by mail at 600 Pennsylvania Avenue NW, Washington, DC 20580.

#### **WHERE CAN YOU FIND ADDITIONAL INFORMATION ABOUT THIS INCIDENT?**

If you have any questions or concerns regarding this incident, you may contact Quayside Publishing Customer Service at (800) 458-0454, from 7am to 4:30 pm CT, Monday through Friday, or by email at [security@quaysidepub.com](mailto:security@quaysidepub.com).

Quayside Publishing Group apologizes to you and deeply regrets the inconvenience this incident may cause you. We value the trust you place in us and we are committed to your security and satisfaction in your transactions with us.

Sincerely,



Joseph Cella  
Director of Operations  
Quayside Publishing Group