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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 personal information, including credit card numbers, 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 credit card information, names, and addresses during recent transactions with our ecommerce sites Qbookshop.com, Qbookshop.net, Motorbooks.com and WalterFoster.com. The estimated time this may have occurred was between April 29, 2013 and June 17, 2013. There were 639 orders (affecting 552 customers) placed on our sites during this period from most of the states/provinces in the US and Canada and from countries overseas.

We are uncertain about the extent of cardholder information that was obtained or the attempts that 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 filed a police report with the Minneapolis Police (Case 13-193406) and have notified the FBI in Minneapolis.

On June 21, we sent a letter via US Mail to each of the consumers who did business with us during this time period to notify them of the breach in our security.

Sincerely,

Joseph Cella
Director of Operations, Quayside Publishing Group