



3535 Severn Ave. Suite 7
Metairie, LA 70002

November 20, 2008

Re: Security-Related Notice

Dear Jackson Hewitt Customer:

Crescent City Tax Service, Inc., operating as Jackson Hewitt Tax Service, is sending you this letter as a cautionary measure because we believe certain personal information about you and tax-related documents may have been disposed of in a manner that is inconsistent with our policies and procedures. Thankfully, however, we believe this occurrence presents a low risk of identity theft to you.

Crescent City Tax Service has a practice of securely shredding all sensitive customer documents prior to disposal. However, we have reason to believe that earlier this year these procedures were not properly followed by a former employee.

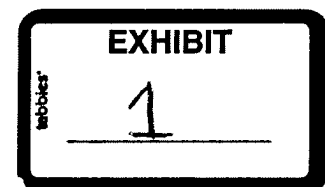
We have referred this matter to the local police department, who took possession of all of the materials that were not properly shredded. Until very recently we were unable to review the documents in the police department's possession. We have now reviewed those materials, and accordingly are contacting those parties potentially affected. Based on our review, most of the documents concerned the tax years 2002 and 2005.

Based on the available facts, it appears unlikely that your personal information was or will be misused. We are sending you this letter, however, out of respect for your privacy and so that you can take precautionary measures to monitor your financial accounts and credit reports for any unusual activity. In addition, we will continue to work with law enforcement regarding their investigation into this matter. We also will be enhancing our security measures, on top of those in place already, to minimize the risk that this type of occurrence occurs in the future.

Steps You Can Take To Further Reduce Your Risk of Identity Theft:

1. Reviewing Your Financial Accounts For Unusual Activity

While we have received no information at this time indicating that your personal information has been used in an improper manner, it is a good practice for you to review your credit and debit card account statements closely for any suspicious activity. If you notice any suspicious transactions on your account statements or other suspicious activity involving your account, please report it immediately to the appropriate financial institution and to your local police and file a police report of identity theft. Make sure to get a copy of the police report. You may need to give a copy of the report to creditors to clear up your records.



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2. Review Your Free Credit Report

You also are entitled by law to ask for a free copy of your credit report from each of the three credit reporting companies – Equifax, Experian, and TransUnion – once every 12 months. To keep an eye on the accuracy and completeness of the information in your reports, we recommend that you stagger your requests from each of the reporting companies over the next 12 months. To obtain your free credit report:

- Go to www.annualcreditreport.com;
- Call the toll-free number 877-322-8228; or
- Complete the Annual Credit Report Request Form (available at www.ftc.gov/bcp/online/include/requestformfinal.pdf) and mail it to:

Annual Credit Report Request Service
P.O. Box 105281
Atlanta, GA 30348-5281

When you receive your credit report, look it over carefully. Look for accounts you did not open and inquiries from creditors that you did not initiate. If you see anything you do not understand call the credit agency at the telephone number provided on the report. Another helpful resource is the Federal Trade Commission's identity theft website at <http://onguardonline.gov/idtheft.html> or by calling 1-877-IDTHEFT. The Federal Trade Commission can assist victims and potential victims in dealing with the threat of identity theft.

3. Placing a Fraud Alert

You also may wish to place a “fraud alert” on your credit files by contacting any of the three national consumer reporting agencies. A fraud alert means that creditors should take additional steps to verify the identity of anyone who applies for credit in your name, and should also reduce the possibility of identity theft. There is no charge for placing a fraud alert on your consumer credit files. This option may, however, cause a delay if you intend to open up new credit accounts. You may place a fraud alert by contacting any of the credit reporting companies, toll free or through their website: Experian at (888) 397-3742 or www.experian.com; Equifax at (888) 766-0008 or www.equifax.com; and TransUnion at (800) 680-7289 or www.transunion.com.

4. Placing a Security Freeze

You also have the option of placing a “security freeze” on your credit files. A security freeze (also referred to as a credit freeze) is designed to prevent credit, loans, and services from being approved in your name without your consent. **However, using a security freeze may delay your ability to obtain credit because it prevents your credit file from being shared with potential creditors, insurance companies, or employers doing background checks.** You may request that a freeze be placed on your

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consumer report by sending a request to a credit reporting agency by certified mail, overnight mail, or regular stamped mail to the address below.

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348
www.equifax.com
(800) 685-1111

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

TransUnion (FVAD)
P.O. Box 6790
Fullerton, CA 92834-
6790
www.transunion.com
(888) 909-8872

When requesting a security freeze, be prepared to submit the following information: full name; Social Security number; full date of birth; current address and previous addresses for the past two years; and applicable fee (if any) or incident report or complaint with a law enforcement agency or the Department of Motor Vehicles. The request also should include a copy of a government-issued identification card (e.g., a driver's license, state or military ID card), and a copy of a utility bill, bank, or insurance statement. Each copy should be legible, display your name and current mailing address, and the date of issue (statement dates must be recent). The consumer reporting agency may charge a reasonable fee to place a freeze or to lift or remove a freeze, unless you are a victim of identity theft or the spouse of a victim of identity theft, and have submitted a valid police report relating to the identity theft to the consumer reporting company.

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Other helpful suggestions and detailed instructions are available through The Federal Trade Commission at www.consumer.gov/idtheft. If you have additional questions related to this situation, you can contact us (504) 830-4931. We are committed to taking appropriate steps to protect your confidential information.

Like you, we take this matter very seriously. We deeply regret any inconvenience or concern that this matter may cause you.

Sincerely,

Crescent City Tax Services, Inc.