



January 16, 2014

Office of the Attorney General  
New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 03301

To whom it may concern:

Pursuant to RSA 359-C:20 and on behalf of Visteon Corporation, we are writing to notify you of an unauthorized disclosure of personal information. Fidelity is the record keeper and administrative services provider for the Visteon Supplemental Executive Retirement Plan (SERP).

On December 1, 2014, information about twenty-eight participants in the Visteon SERP was inadvertently included in a report that was sent by Fidelity to another Fidelity client firm. The report, which included information for one New Hampshire resident, was only accessible through a password-protected Web application. One employee at the Fidelity client firm accessed this report. The report included the participant's first and last name, Social Security number, plan number, contribution amount, the market value of the account on October 31, 2014 and November 30, 2014 and total non-vested value.

Fidelity became aware of this matter on December 1, 2014 when the client employee discovered the error and notified us. We immediately removed the report from the secure Web application that same day. Fidelity notified Visteon of the matter on December 3, 2014 and continued to work with Visteon's Vice-President of Human Resources to assess the incident. On December 1, 2014, the one employee of the Fidelity client who accessed the report confirmed that she did not share, copy or print the report. On January 7, 2015, Visteon requested that Fidelity notify the impacted resident.

This incident impacted one New Hampshire resident. We notified the resident by letter on January 15, 2015. A copy of the notification letter is attached. While the risk associated with this matter appears minimal and we are not aware of any misuse of this information, as a precautionary measure, Fidelity has offered the affected resident a free subscription to a credit monitoring service for one year.

If you have any questions, please contact William Duserick, Chief Privacy Officer, Fidelity Investments, at [REDACTED]

Sincerely,

A handwritten signature in black ink that reads "William G. Duserick".

William G. Duserick  
Chief Privacy Officer  
Fidelity Investments

Attachment



January 15, 2015

Participant Name  
Street Address  
City, State Zip

Participant name:

We are writing in regard to a matter that involved some personal information about you held by Fidelity Investments as the record keeper and administrative services provider for the Visteon Supplemental Executive Retirement Plan (SERP). On December 1, 2014, due to an administrative error, information about you was inadvertently provided through our secure website to another Fidelity client for whom Fidelity provides similar benefits plan administration services. The information about you included your first and last name, Social Security number, plan number, contribution amount, the market values of your account on October 31, 2014 and November 30, 2014 and total non-vested values. Only one authorized employee at the Fidelity client had access to your information. This employee is generally responsible for handling personal data on a confidential basis in her job.

Fidelity became aware of this matter on December 1, 2014 when the client employee discovered the error and notified us. We corrected the issue on that same day and your information is no longer available to that Fidelity client. Fidelity has reviewed this matter with the processing associate who caused the error. Additionally, the team responsible for processing these types of transactions have been re-educated on the processing procedures. Fidelity deeply regrets this error and is keenly aware of how important the security and privacy of your personal information are to you.

As a precautionary measure, we recommend that you remain vigilant for incidence of fraud and identity theft by reviewing account statements, monitoring free credit reports, and promptly reporting any suspicious activity. Additionally, Fidelity has arranged for you to enroll, at your option, in a credit monitoring service for one year at no cost to you. This service allows you to monitor your credit and to detect any unusual activity that may affect your personal financial situation. The service is provided by Equifax, a major credit reporting company. For details on how to enroll in this service and for additional ways you may protect yourself, please refer to the enclosed instruction sheet

We take the protection of personal information very seriously and sincerely apologize for any concern or inconvenience this matter may cause you. If you have any questions regarding this error, please feel free to call the Fidelity Service Center at 1-877-310-7662.

Sincerely,

A handwritten signature in black ink that reads "William S. Duserick".

William Duserick  
Chief Privacy Officer

# CREDIT MONITORING INSTRUCTION SHEET

Activation Code: xxxxxxxxxxxx

## About the Equifax Credit Watch™ Gold with 3-in-1 Monitoring identity theft protection product

Equifax Credit Watch will provide you with an “early warning system” to changes to your credit file and help you to understand the content of your credit file at the three major credit-reporting agencies. Note: You must be over age 18 with a credit file in order to take advantage of the product.

Equifax Credit Watch provides you with the following key features and benefits:

- Comprehensive credit file monitoring and automated alerts of key changes to your **Equifax, Experian, and TransUnion** credit reports
- Wireless alerts and customizable alerts available (available online only)
- One 3-in-1 Credit Report and access to your Equifax Credit Report™
- Up to \$1 million in identity theft insurance with \$0 deductible, at no additional cost to you †
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and in initiating an investigation of inaccurate information.
- 90 day Fraud Alert placement with automatic renewal functionality\* (available online only)

## How to Enroll: You can sign up online or over the phone

To sign up online for **online delivery** go to [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri)

1. **Welcome Page:** Enter the Activation Code provided at the top of this page in the “Activation Code” box and click the “Submit” button.
2. **Register:** Complete the form with your contact information (name, gender, home address, date of birth, Social Security Number and telephone number) and click the “Continue” button.
3. **Create Account:** Complete the form with your email address, create a User Name and Password, check the box to accept the Terms of Use and click the “Continue” button.
4. **Verify ID:** The system will then ask you up to four security questions to verify your identity. Please answer the questions and click the “Submit Order” button.
5. **Order Confirmation:** This page shows you your completed enrollment. Please click the “View My Product” button to access the product features.

To sign up for **US Mail delivery**, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. **Enrollment Code:** You will be asked to enter your enrollment code as provided at the top of this letter.
2. **Customer Information:** You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. **Permissible Purpose:** You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax cannot process your enrollment.
4. **Order Confirmation:** Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity cannot be verified using the information provided). Please allow up to 10 business days to receive this information.

† Identity theft insurance underwritten by subsidiaries or affiliates of Chartis Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. This product is not intended for minors (under 18 years of age).

\* The Automatic Fraud Alert feature made available to consumers by Equifax Information Services LLC and fulfilled on its behalf by Equifax Consumer Services LLC.

## **ADDITIONAL STEPS TO PROTECT YOURSELF**

### Directions for Placing a Fraud Alert

You may want to consider placing an initial fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies. The agency that processes your fraud alert will notify the other two credit reporting agencies on your behalf. An initial fraud alert stays on your credit report for 90 days. When you place this alert on your credit report, you will receive information about ordering one free credit report from each of the credit reporting companies. Once you receive your reports, review them carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), full name and employer(s). Notify the credit reporting companies if any information is incorrect.

Equifax: 877-478-7625 [www.equifax.com](http://www.equifax.com); PO Box 740241, Atlanta GA, 30374-0241

Experian: 888-397-3742 [www.experian.com](http://www.experian.com); PO Box 9532, Allen TX 75013

TransUnion LLC: 800-680-7289 [www.transunion.com](http://www.transunion.com); PO Box 6790, Fullerton CA 92834

### Directions for Obtaining a Credit Report

Please remember that while this matter may not involve significant risk, it is always good practice to take sensible steps to protect yourself by regularly reviewing your account statements and your credit report. As you may know, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the major credit reporting agencies. You may obtain a free copy of your credit report by calling 1-877-FACT ACT (1-877-322-8228) or by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com).

### Resources

Additional information on identity theft is available from the Federal Trade Commission (FTC). You may contact the FTC to report any incidents of identity theft and to obtain guidance about protecting against identity theft.

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

Toll-free Identity Theft Helpline: 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261

Website: [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/)