



Metropolitan Life Insurance Company
1095 Avenue of the Americas
New York, NY 10036

Chiara Dolcino, General Counsel
New Hampshire Insurance Department
21 South Fruit Street, Suite 14
Concord, NH 03301

October 18, 2010

Re: Notification of Security Incident

Dear Ms. Dolcino:

We write to inform you about an incident involving personal information. Specifically, MetLife contracts with a third-party provider to use its proprietary database to perform various person searches necessary for us to run our business. We were notified recently by this provider that one of our employees performed searches on the names of certain public figures. These searches occurred between October 2006 and September 2009. As a result of the searches, which were not conducted for a business purpose, this employee had access to personal information (e.g., name, address and Social Security number) regarding one (1) New Hampshire resident. These searches were performed by a long-term MetLife employee who has since retired from the company. We have contacted this individual and he has stated that he has not retained the search results. It is our firm belief that the searches were performed out of personal curiosity only.

We wrote on October 11, 2010 and offered credit protection services to the affected individuals. Attached is a copy of the notification letter template.

We have no reason to believe that there is any likelihood that any information has been, or will be, misused as a result of this incident. As always, we at MetLife remain committed to doing everything we can to protect the privacy of our customers.

If you have any other questions about this situation, please call me at

Sincerely,

Juliane Kowalski
Chief Privacy Officer

Enclosure-

cc: The Honorable Michael A. Delaney
Department of Justice
Office of the Attorney General
33 Capitol Street
Concord, NH 03301



Metropolitan Life Insurance Company

Insert Your Business Unit
Insert Your Street Address
Insert City, State and Zip

October 18, 2010

[Insert Recipient Name
Insert Street Address
Insert City, State, and Zip]

Dear [Insert Recipient's Name]:

We write to inform you about an incident involving your personal information. Specifically, MetLife contracts with a third-party provider to use its proprietary database to perform various person searches necessary for us to run our business. We were notified recently that one of our employees performed a search of your name. This search was not performed for a MetLife business purpose. We believe that the search result contained personal information about you (e.g., your name, address and Social Security number). The search was performed by a long-term MetLife employee who has since retired from the company. We have contacted this individual and he stated that he has not retained the search results. It is our firm belief that the search was performed only out of personal curiosity with respect to your name.

We have no reason to believe that your information has been, or will be, misused in any way. Even so, MetLife has purchased 12 months of credit protection services to help protect you against identity fraud. Debix (www.debix.com) will provide this service to you directly free of charge. This service includes an Identity Theft Insurance Policy, assistance from Debix's OnCall Investigations Team if your information is used fraudulently, and Debix's Fraud Recovery Services to help you restore your credit file, if necessary. To activate the service, register online at www.debix.com/metlife within **90 days** after the date of this notice. Your Activation Code is **[Insert Debix Service Code]**. If you have questions about the service, call **(866) 979-2595** Monday – Saturday from 9:00 am to 5:00 pm (CDT).

You should also consider placing a "fraud alert" or "security alert" on your credit file. An alert helps warn creditors checking your file that recent fraudulent activity may have occurred or may occur later on. A potential creditor will then know to contact you before opening any new accounts. To place a fraud alert, contact the credit reporting agencies directly:

Equifax	888-766-0008	www.equifax.com
Experian	888-397-3742	www.experian.com
TransUnion	800-680-7289	www.transunion.com

When you place any type of fraud alert on your credit file, the credit reporting agencies will send you a free copy of your credit report. Look for accounts that aren't yours, debts you don't owe, or any other inaccuracies (e.g., wrong social security number or home address). If you find an error, contact the credit reporting agency directly. By law, that credit reporting agency must investigate and respond. You should also monitor your financial statements for unauthorized activity. To learn more about Identity Theft, visit the Federal Trade Commission's "Your National Resource about Identity Theft" guidance materials at www.ftc.gov/idtheft.

In closing, we have determined that this is an isolated incident. You can rest assured that we take this situation seriously, and are taking steps to prevent this from happening again. We at MetLife remain committed to doing everything we can to protect your privacy.

If you have any questions about this situation, please call us Monday through Friday between 8 am – 5 pm (EDT) at **[Insert MetLife Telephone Number]**. We deeply regret any inconvenience caused by this incident.

Sincerely,

Author
Business Unit
Title

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STATE OF NH
DEPT OF JUSTICE
OCT 21 AM 11:15
New Hampshire
1000 State Street
Concord, NH 03301