

June 23, 2009

Kelly Avote  
Office of the Attorney General  
33 Capitol St.  
Concord, NH 03301  
603-271-3658

Dear Attorney General:

Pursuant to the NH Rev. Stat. Ann. § 359-C:19 et seq., we are writing to notify you of a breach of security potentially impacting 32 New Hampshire residents. The purpose of this letter is to notify you of this event.

The Tyco Flow Control Americas office at Clay Road in Houston, Texas was broken into over the weekend of June 6 and 7, 2009. During that break-in, the perpetrators stole the Payroll Manager's laptop computer and gained access to locked rooms that contained payroll and HR documents of current and some former employees. Local law enforcement was contacted immediately after the Company learned of the incident.

We have no reason to believe that any records in the file rooms were compromised, nor do we believe that any sensitive employee electronic records were maintained on the laptop hard drives. In any event, the hard drives of all employee computers are password protected.

The number of potentially affected individuals residing in New Hampshire whose personal information may have been compromised by the incident is 32. These New Hampshire residents will shortly receive notice pursuant to the notification law via US Mail. Enclosed are copies of the notices being sent to potentially affected New Hampshire residents.

As noted above, the matter was turned over to Houston police immediately following the incident. So far as the company is aware, the police investigation is ongoing. We are cooperating fully with their efforts.

In the meantime, while we have no evidence that any personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to help ensure the security of the financial information of both active and former employees and to assist in alleviating concerns they may have. In addition, Tyco is providing our active employees with access to highly experienced fraud and identity theft resolution experts, along with proactive resources and ongoing education — at no cost to our employees. These services will be provided by **Identity Theft 911**, a company that specializes in identity theft education and resolution. This resolution service will last for a full year.

Should you have any further questions, please do not hesitate to contact me at [REDACTED]

Sincerely,  
**Holly Kriendler**  
**Director of Human Resources**  
**Tyco Flow Control Americas**

Active

Date

Name

Address

Address

Address

As you may be aware, the Tyco Flow Control Americas office at Clay Road in Houston, Texas was broken into over the weekend of June 6 and 7, 2009. During that break-in, the perpetrators stole the Payroll Manager's laptop computer and gained access to locked rooms that contained payroll and HR documents of current and some former employees. We have no reason to believe that any records in these file rooms were compromised, nor do we believe that any employee electronic records were maintained on the laptop hard drive. However, we want to inform all employees and some former employees of the entry into these areas and theft of this laptop so individuals interested in taking additional precautions can do so.

**While we have no evidence that any of your personal information was compromised or misused in any manner, we are taking appropriate precautionary measures to help ensure your financial information security and assist in alleviating concerns you may have.** The purpose of this letter is to notify you of this event and to describe the assistance that we will be providing to you through our company paid benefit package.

Tyco is providing our employees with access to highly experienced fraud and identity theft resolution experts, along with proactive resources and ongoing education — at no cost to our employees. These services will be provided by **Identity Theft 911**, a company that specializes in identity theft education and resolution. Should you have any questions, think you may have a problem or in the unlikely event that you become a victim, a personal fraud specialist will work with you one-on-one, every step of the way. This resolution service will last for a full year. Through this resolution service you will also receive the following:

- Unlimited access to your dedicated, personal fraud specialist via toll-free number
- Placement of a fraud alert with all three credit bureaus
- Systematic notification to credit bureaus, creditors and collectors, government agencies, and relevant parties if necessary
- All phone calls and documentation needed to resolve your identity fraud should you become a victim
- Comprehensive case file creation to assist law enforcement if necessary
- Enrollment in the optional Education and Threat Alert service\*
- One year of follow-up alerts, phone calls, and status checks to avoid recurrence

#### **What can I do on my own to address this situation?**

Identity Theft 911 has been retained to help you with any questions or problems you may encounter, including assisting you to place fraud alerts. However, if you choose not to use these services, you may want to take the step of placing a "Fraud Alert" on your credit report, and inform your Bank branch that your personal information may have been compromised. A fraud alert tells creditors to contact you before they open any new accounts in your name or change your existing accounts. You can place a fraud alert by calling any one of the three major credit bureaus listed below:

If you choose to place a fraud alert on your own, you will need to contact one of the three major credit agencies directly at:

- Experian (1-888-397-3742)
- Equifax (1-800-525-6285)
- Transunion (1-800-680-7289)

\* Services marked with an "\*" require an internet connection and e-mail account

Also, should you wish to obtain a credit report and monitor it on your own:

- IMMEDIATELY obtain free copies of your credit report and monitor them upon receipt for any suspicious activity. You can obtain your free copies by going to the following website: [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling them toll-free at 1-877-322-8228. (Hearing impaired consumers can access their TDD service at 1-877-730-4204.
- Upon receipt of your credit report, we recommend that you review it carefully for any suspicious activity.
- Be sure to promptly report any suspicious activity to Identity Theft 911

To take advantage of the Identity Theft 911 services, or to obtain additional information about these services, please call the Identity Theft 911 help line 1-800-406-7194 between the hours of 8 a.m. and 11 p.m. Eastern Standard Time, Monday through Friday and supply the fraud specialist with the unique identifying code provided below.

**[INSERT CODE HERE]**

While Identity Theft 911 should be able to provide thorough assistance and answer most of your questions, you may still feel the need to speak with someone in Human Resources regarding this incident. If so, please call Valerie Easley at 713-986-8611 from 8:00am-4:00pm Central Time, Monday through Friday.

In addition, whether you have never been a victim of identity theft or concerned you may be, please visit [www.IdentityTheft911.org](http://www.IdentityTheft911.org) for additional educational resources on how to prevent identity theft and for further steps on how to protect yourself.

On behalf of Tyco Flow Control Americas, we sincerely appreciate your help and understanding. We continue to cooperate fully with the ongoing Houston police department investigation into the crime.

Sincerely,

Holly Kriendler  
Director of HR, TFC Americas

Former

To Whom It May Concern:

As you may be aware, the Tyco Flow Control Americas office at Clay Road in Houston, Texas was broken into on Sunday, June 7, 2009. During that break-in, the perpetrators stole the Payroll Manager's computer and gained access to locked rooms that contained payroll and HR documents of current and some former employees. We have no reason to believe that any records in these file rooms were compromised nor do we believe that any electronic records were maintained on the laptop hard drive. However, we want to inform all employees and some former employees of the entry into these areas and theft of this laptop so individuals interested in taking additional precautions can do so.

We do not have any information that indicates your information was used in any improper transactions. As a precautionary measure, however, we recommend that you be extra vigilant in your monitoring of your debit, credit card and bank account activity, as well as any unauthorized use of your personal data, over the next few months.

You may also want to take the additional step of placing a "Fraud Alert" on your credit report, and inform your Bank branch that your personal information may have been compromised. A fraud alert tells creditors to contact you before they open any new accounts in your name or change your existing accounts. You can place a fraud alert by calling any one of the three major credit bureaus listed below:

Equifax: 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241

Experian: 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013

TransUnion: 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

As soon as one credit bureau confirms your fraud alert, the others are notified to place fraud alerts. All three credit reports will be sent to you, free of charge, for your review.

Finally, even if you do not find any suspicious activity, the Federal Trade Commission recommends that you check your credit reports periodically. Information is sometimes held for use or shared among a group of thieves at different times. We have no reason to suspect that this has been done in this instance, but checking your credit reports periodically can help you spot problems and address them quickly.

On behalf of Tyco Flow control, we sincerely appreciate your help and understanding. We continue to cooperate fully with the ongoing Houston police department investigation into the crime.