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Wells Fargo Bank, N.A.

July 31, 2008

New Hampshire Attorney General  
133 Capital Street  
Concord, NH 03301

Ladies and Gentlemen:

This letter is to advise you of an information compromise incident which affects residents of New Hampshire.

Wells Fargo Bank, N.A. has been advised by a reseller of consumer data, including consumer credit bureau data, of suspicious transactions made using Wells Fargo access codes. Our investigation confirmed that a significant number of unauthorized transactions had been made using Wells Fargo's codes. At this time, we do not know how our codes were compromised. We have notified the United States Secret Service and it is investigating this matter.

The information currently available to us indicates that personal information including name, address, and date of birth, social security number, and driver's license number and, in some cases, credit account information was accessed by an unauthorized person or persons. About 7,000 individuals are affected by this incident. At this time we have apparently mailable address for only 2,410 of which 9 are residents of New Hampshire. We are attempting to find usable addresses for the remaining affected individuals and will supplement the count for your State when we do.

Attached is a copy of the letter that is being mailed to the affected individuals.

Sincerely,

Peter L. McCorkell

Enclosure



July 31, 2008

<Name>

<Address>

<Address>

### Important Communication from Wells Fargo

Dear <Consumer Name>:

We are writing to inform you that a third party data provider has notified us that a Wells Fargo access code was used to gain unauthorized access to your personal information. This data may have included your name, address, date of birth, Social Security number, driver's license number, and credit account information. We do not know how this breach occurred, but we have notified the appropriate law enforcement authorities and a thorough investigation is underway.

We wanted to advise you of this as soon as possible so you can take the actions described in this letter and the enclosed information sheet to protect yourself against possible misuse of your information. We are working with the credit bureaus to ensure that any unauthorized inquiries under Wells Fargo's name will not affect your credit rating.

To further protect you, we have arranged for a free one-year membership to Identity Guard® CreditProtectX3<sup>SM</sup>. This service monitors your credit files at all three of the national credit reporting agencies and notifies you of certain suspicious activities that could indicate potential identity theft. **Please be aware that if you want this service you must take one of these steps below to enroll. By law we cannot enroll for you.** At the end of your free, one-year membership, your subscription will be canceled and you will not be billed.

To sign up for this service at no cost to you, please take one of the following actions by **September 15, 2008**:

- Visit [www.identityguard.com/alert](http://www.identityguard.com/alert) or
- Call 1-866-271-9434

You will need to provide the following verification code when you enroll: **<code>**

(Note: this code is complex to safeguard your identity; it must be entered or provided exactly as shown, without spaces).

We suggest you also contact all of your banks, credit card companies, investor and financial institutions and all other creditors and ask what steps they deem appropriate as to the accounts you have with them. Although these are precautionary measures, we believe you should take every reasonable measure to protect your personal information.

At Wells Fargo we take significant steps to safeguard consumer information. We apologize that this situation has occurred and for any concern it may cause you.

If you have any questions, please call 1-866-716-9460, beginning Friday, August 1, 2008. Phone Bankers are available to assist you Tuesday through Friday between 9:00am and 6:00pm, Pacific Time.

Thank you for your attention in this matter.

Sherry A. Courtney  
Senior Vice President  
Wells Fargo Bank, N.A.

Enclosure



CreditProtectX3 is a service provided by Intersections Inc.

## Steps you can take to safeguard your personal information

To protect against the misuse of your personal information, we recommend that you consider placing a security alert on your credit bureau file. We recommend that if you are enrolling in a credit monitoring service, such as Identity Guard<sup>®</sup> CreditProtectX3<sup>SM</sup>, you enroll in the monitoring service prior to placing the security alert. Please be advised that placing the security alert first may delay establishing monitoring services.

A security alert marker would cause any issuer of credit to use additional scrutiny for any request for new or increased credit. This provides a significant layer of protection; however, it may limit your ability to get "instant credit" such as the offers often available at retail stores. You must contact one of the credit bureaus, below, directly to request this alert.

TransUnion  
Fraud Victim Assistance Department  
P.O. Box 6790  
Fullerton, CA 92634  
1-800-680-7289

Equifax  
P.O. Box 740241  
Atlanta, GA 30374  
1-800-525-6285

Experian  
P.O. Box 9532  
Allen, TX 75013  
1-888-397-3742

We recommend that you also take these additional precautions with your accounts:

- Review account activity often, for at least the next 12 months, and report any suspicious activity immediately to the appropriate financial institution. Wells Fargo customers may monitor their Wells Fargo account activity on line by visiting [www.wellsfargo.com](http://www.wellsfargo.com).
- Place password protection on all your accounts. Do not use any part of your Social Security number as a password. Wells Fargo customers can add a password to their Wells Fargo accounts by going into any Wells Fargo store. Do not use any part of your Social Security number as a password.
- Information regarding steps you can take to protect against identity theft is available from the Federal Trade Commission at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft). If you don't have Internet access, you can call the FTC's Identity Theft Hotline toll-free at 1-877-IDTHEFT (1-877-438-4338). We encourage you to report any incidents of identity theft to the FTC.

We suggest you periodically check your credit report to ensure all your information is correct. You can obtain a free credit report from each of the nationwide consumer credit reporting companies every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com) or calling 877-322-8228.