



A Textron Company

Post Office Box 482
Fort Worth, Texas 76101

Tel: (817) 280-2851
Fax: (817) 278-2851

January 31, 2014

Via U.S. Mail

Attorney General Joseph Foster
New Hampshire Department of Justice
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

On August 9, 2013, we informed you of a security incident potentially affecting New Hampshire residents. The original letter is attached for your convenience and reference.

We have come to learn that we underreported the number of individuals potentially affected. While we originally reported there were 7 individuals, there were actually 11.

During the original search of our database, not all variations of different credit card data types and database fields were taken into account in order to reduce the amount of false positives. The second review did factor in these variations and, as a result, produced more records which were then evaluated for additional positive results.

To date, we have received no information indicating that any credit card numbers have been misused. Out of an abundance of caution, however, we are providing you with this corrected notice.

Bell has provided the newly identified New Hampshire residents with notice of the security incident on January 31, 2014 and offered credit monitoring services through Experian's ProtectMyID™.

If you have any questions concerning this matter, please do not hesitate to contact me.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jay Felkins".

Jay Felkins
Deputy General Counsel

Enclosures



Post Office Box 482
Fort Worth, Texas 76101

Tel: (817) 280-2851
Fax: (817) 278-2851

August 9, 2013

Via U.S. Mail

Attorney General Joseph Foster
New Hampshire Department of Justice
Attn: Security Breach Notification
33 Capitol Street
Concord, NH 03301

Dear Attorney General Foster:

I am writing on behalf of Bell Helicopter's Training Academy ("Bell") to inform you of a security incident potentially affecting 6 New Hampshire residents.

On July 3, 2013, Bell learned that some training program attendees had received a spam email, which appeared to originate from Bell. We promptly conducted a thorough investigation into the incident and warned attendees about the spam email. We subsequently determined that the email addresses had been obtained, without Bell's authorization, likely from a database containing email addresses provided by past training program attendees. The referenced database also contained credit card numbers provided by certain attendees, including 6 attendees from New Hampshire. We have not been able to determine whether any credit numbers were the subject of unauthorized access, or whether they were for a corporate or personal credit card account. We have been able to determine that the credit card numbers have expired. To date, we have received no information indicating that any credit card numbers have been misused.

We can assure you that Bell takes seriously the security of the personal information of training academy attendees. We are in the process of reviewing our security controls in light of this incident. After considering the results of this review, we will implement appropriate measures in an effort to prevent a recurrence.

Attorney General Joseph Foster
August 9, 2013
Page 2

Bell will mail the notice of security breach on or before August 13, 2013 and will be offering credit monitoring services through Experian's ProtectMyID™. A copy of the letter that will be sent to potentially affected New Hampshire residents is enclosed.

If you have any questions concerning this matter, please do not hesitate to contact me.

Very truly yours,

Jay Felkins
Deputy General Counsel



A Textron Company

Post Office Box 482
Fort Worth, Texas 76101

Tel: (817) 280-2011
Fax: (817) 280-2321

August __, 2013

INSERT NAME
INSERT ADDRESS
INSERT ADDRESS

Dear [INSERT NAME]:

We are writing to inform you of an information security incident that could potentially affect you, and to share with you the steps that Bell Helicopter's Training Academy ("Bell") is taking to address it.

On July 3, 2013, we learned that some training program attendees had received a spam e-mail, which appeared to originate from Bell. We promptly conducted a thorough investigation into the incident. We determined that the e-mail addresses had been obtained, without Bell's authorization, likely from a database containing e-mail addresses provided by past training program attendees, including yours. We do not know whether this e-mail address is for a corporate or personal e-mail account. The referenced database also contains credit card numbers provided by certain attendees, including the credit card number that you provided to Bell. We have not been able to determine whether that credit card number was the subject of unauthorized access, or whether it was for a corporate or personal account. We have been able to determine that the credit card has expired. To date, we have received no information indicating that your or other credit card numbers have been misused.

We can assure you that Bell takes the security of your personal information seriously. We are in the process of reviewing our security controls in light of this incident. After considering the results of this review, we will implement appropriate measures in an effort to prevent a recurrence.

Out of an abundance of caution, Bell is offering you one year of credit monitoring at no cost to you. Your one-year membership in Experian's ProtectMyID™ Alert will help you to detect possible misuse of your personal information and provide identity protection services focused on identification and resolution of possible identity theft. Once you activate your ProtectMyID Alert membership, your credit report will be monitored daily for 50 leading indicators of identity theft. You will receive timely credit alerts from ProtectMyID Alert on any key changes in your credit report.

If you wish to enroll in ProtectMyID, you will need to do the following:

1. VISIT The ProtectMyID Alert Web Site: www.protectmyid.com/redeem or call 1-877-371-7902 to enroll
2. PROVIDE Your Activation Code: [code]

Enrollment Deadline: November 30, 2013

If you have any questions concerning Experian's ProtectMyID™ Alert or if you prefer to enroll by telephone for delivery of your membership via US mail, please call Experian at 1-877-371-7902.

Bell Helicopter Textron Inc. is a subsidiary of Textron Inc.

In addition to arranging for one-year of free credit monitoring, we have included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

Please know that we sincerely regret any inconvenience this incident might cause you. If you have any questions, please contact me at BelWebAlert@bh.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Fields", written in a cursive style.

Greg Fields
Director, Bell IT Security

Steps To Protect The Security Of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused.

1. Enroll in ProtectMyID. You must personally activate credit monitoring for it to be effective. The notice letter contains instructions and information on how to activate your ProtectMyID membership. If you need assistance or if you want to enroll by telephone, you should contact Experian directly at 1-877-371-7902. Experian's ProtectMyID product will provide the following:

- **Credit Report:** A free copy of your Experian credit report.
- **Daily Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **\$1 Million Identity Theft Insurance:** As a ProtectMyID Alert member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs, including lost wages, private investigator fees, and unauthorized electronic fund transfers.

Please direct questions about the ProtectMyID product to Experian. Enrolling in ProtectMyID will not affect your credit score.

2. Review your credit reports. You can receive free credit reports by placing a fraud alert. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three national credit bureaus. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report from one of the three credit bureaus every four months.

3. Review your account statements. You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities and other service providers.

4. Remain vigilant and respond to suspicious activity. If you receive an e-mail or mail alert from Experian, contact a ProtectMyID fraud resolution representative Toll-Free at 1-877-371-7902 or www.protectmyid.com. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You also should consider reporting such activity to your local police department, your state's attorney general, and the Federal Trade Commission.

5. Consider placing a fraud alert with one of the three national credit bureaus. You can place an initial fraud alert by contacting one of the three national credit bureaus listed below. For 90 days, an initial fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you but also may delay you when you seek to obtain credit. If you decide to enroll in ProtectMyID, you should place the fraud alert after enrolling. The contact information for all three bureaus is as follows:

Equifax
P.O. Box 105069
Atlanta, Georgia 30348
1-800-525-6285
www.equifax.com

Experian
P.O. Box 2104
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19022
1-800-680-7289
www.transunion.com

6. Additional Information. You can obtain additional information about steps you can take to avoid identity theft from the following:

Identity Theft Clearinghouse
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580
<http://www.ftc.gov/bcp/edu/microsites/idtheft/>
(877) IDTHEFT (438-4338)
TDD: (866) 653-4261



Post Office Box 482
Fort Worth, Texas 76101

Tel: (817) 280-2011
Fax: (817) 280-2321

January 31, 2014

JAMES BOHMAN
SIERRA NEVADA HELICOPTERS
58 AIRPORT ROAD
WEST LEBANON, NH 3784

Dear JAMES BOHMAN:

We are writing to inform you of an information security incident that could potentially affect you, and to share with you the steps that Bell Helicopter's Training Academy ("Bell") is taking to address it.

On July 3, 2013, we learned that some training program attendees had received a spam e-mail, which appeared to originate from Bell. We promptly conducted a thorough investigation into the incident. We determined that the e-mail addresses had been obtained, without Bell's authorization, likely from a database containing e-mail addresses provided by past training program attendees, including yours. We do not know whether this e-mail address is for a corporate or personal e-mail account. The referenced database also contained credit card numbers provided by certain attendees, including the credit card number that you provided to Bell. We have not been able to determine whether that credit card number was the subject of unauthorized access, or whether it was for a corporate or personal account. We have been able to determine that the credit card has expired. To date, we have received no information indicating that your or other credit card numbers have been misused.

We can assure you that Bell takes the security of your personal information seriously. We are in the process of reviewing our security controls in light of this incident. After considering the results of this review, we will implement appropriate measures in an effort to prevent a recurrence.

Out of an abundance of caution, Bell is offering you one year of credit monitoring at no cost to you. Your one-year membership in Experian's ProtectMyID™ Alert will help you to detect possible misuse of your personal information and provide identity theft. Once you activate your ProtectMyID™ Alert membership, your credit report will be monitored daily for 50 leading indicators of identity theft. You will receive timely credit alerts from ProtectMyID™ Alert on any key changes to your credit report.

If you wish to enroll in ProtectMyID™, you will need to do the following:

1. **VISIT** the ProtectMyID™ Alert Web Site: www.protectmyid.com/redeem
Or call 1-877-371-7902 to enroll
2. **PROVIDE** your Activation Code: ECSWECA4Z

Enrollment Deadline: April 30, 2014

If you have any questions concerning Experian's ProtectMyID™ Alert or if you prefer to enroll by telephone for delivery of your membership via US mail, please call Experian at 1-877-371-7902.

In addition to arranging for one-year of free credit monitoring, we have included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

Please know that we sincerely regret any inconvenience this incident might cause you. If you have any questions, please contact me at BelWebAlert@bh.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Fields". The signature is written in a cursive, flowing style.

Greg Fields
Director IT Business Process Integrity



Post Office Box 482
Fort Worth, Texas 76101

Tel: (817) 280-2011
Fax: (817) 280-2321

January 31, 2014

RAY NEWCOMB
IBI HELICOPTER SERVICES
720 CLOUGH MILL RD
PEMBROKE, NH 3275

Dear RAY NEWCOMB:

We are writing to inform you of an information security incident that could potentially affect you, and to share with you the steps that Bell Helicopter's Training Academy ("Bell") is taking to address it.

On July 3, 2013, we learned that some training program attendees had received a spam e-mail, which appeared to originate from Bell. We promptly conducted a thorough investigation into the incident. We determined that the e-mail addresses had been obtained, without Bell's authorization, likely from a database containing e-mail addresses provided by past training program attendees, including yours. We do not know whether this e-mail address is for a corporate or personal e-mail account. The referenced database also contained credit card numbers provided by certain attendees, including the credit card number that you provided to Bell. We have not been able to determine whether that credit card number was the subject of unauthorized access, or whether it was for a corporate or personal account. We have been able to determine that the credit card has expired. To date, we have received no information indicating that your or other credit card numbers have been misused.

We can assure you that Bell takes the security of your personal information seriously. We are in the process of reviewing our security controls in light of this incident. After considering the results of this review, we will implement appropriate measures in an effort to prevent a recurrence.

Out of an abundance of caution, Bell is offering you one year of credit monitoring at no cost to you. Your one-year membership in Experian's ProtectMyID™ Alert will help you to detect possible misuse of your personal information and provide identity theft. Once you activate your ProtectMyID™ Alert membership, your credit report will be monitored daily for 50 leading indicators of identity theft. You will receive timely credit alerts from ProtectMyID™ Alert on any key changes to your credit report.

If you wish to enroll in ProtectMyID™, you will need to do the following:

1. **VISIT** the ProtectMyID™ Alert Web Site: www.protectmyid.com/redeem
Or call 1-877-371-7902 to enroll
2. **PROVIDE** your Activation Code: ECS4VX7ZH

Enrollment Deadline: April 30, 2014

If you have any questions concerning Experian's ProtectMyID™ Alert or if you prefer to enroll by telephone for delivery of your membership via US mail, please call Experian at 1-877-371-7902.

In addition to arranging for one-year of free credit monitoring, we have included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

Please know that we sincerely regret any inconvenience this incident might cause you. If you have any questions, please contact me at BelWebAlert@bh.com.

A handwritten signature in black ink, appearing to read "Greg Fields". The signature is written in a cursive, flowing style.

Greg Fields
Director IT Business Process Integrity