



September 23, 2011

Michael Delaney, Esquire
Attorney General of New Hampshire
State House Annex
33 Capitol Street
Concord, NH 03301-6397

Dear Attorney General Delaney:

Fidelity Investments ("Fidelity" or "we") provides defined contribution plan administration services for various employer clients, including CA, Inc. ("CA"). As requested by our client CA pursuant to N.H. Rev. Stat. Ann. §359-C:20, Fidelity is writing to notify you of an unauthorized disclosure of personal information involving six New Hampshire residents.

NATURE OF THE SECURITY BREACH OR UNAUTHORIZED USE OR ACCESS

Due to an administrative error at Fidelity, some information about CA defined contribution plan participants was included in a report that was briefly made available to one of our other defined contribution plan client firms. On August 15, 2011, we inadvertently posted a report containing data about CA benefit plan participants to a secure, password-protected Website. On August 17, 2011 a benefits administrator at one of our other defined contribution plan client firms accessed this Website using her credentials and briefly accessed the report. Upon determination that the report did not include data about the firm's employees, the benefit plan administrator immediately contacted Fidelity on August 17, 2011.

Upon notification from the client firm, we promptly removed the report from the system so that it was no longer accessible by the client firm. The information in the report included employee first and last name, Social Security number, employee ID, and address on file at Fidelity. No account numbers, passwords or PIN numbers were in the report. CA has elected to provide notices that comply with the statute, and has delegated this responsibility to Fidelity. CA does so in an abundance of caution and reserves its rights in all respects.

NUMBER OF NEW HAMPSHIRE RESIDENTS AFFECTED

This incident impacted six New Hampshire residents. Fidelity notified CA, the data owner, of the incident on August 18, 2011. As directed by CA, Fidelity notified the New Hampshire residents by letter on September 22, 2011. A copy of the notification letter is attached.



STEPS WE HAVE TAKEN OR PLAN TO TAKE RELATING TO THE INCIDENT

Upon learning of this incident, Fidelity performed its investigation and determined that the root cause was due to an administrative processing error. The incident was escalated internally at Fidelity and reviewed with the Fidelity business risk team and the business unit to reinforce the importance of handling and processing personal information properly.

Due to the accidental nature of this issue and limited disclosure to a known defined contribution plan administrator at the recipient firm, law enforcement was not notified. We are not aware any misuse of the impacted participants' personal information, nor do we anticipate any.

Sincerely,

A handwritten signature in black ink that reads "William G. Duserick". The signature is written in a cursive style with a large, prominent initial "W".

William G. Duserick
Chief Privacy Officer
Fidelity Investments



<date>

<Participant Name/Address>

Dear <Participant Name>:

Fidelity Investments ("Fidelity") provides administrative services for your employer, CA, Inc. ("CA"). We are writing about a recent matter that involved some information about you held by Fidelity in connection with administrative and recordkeeping services relating to CA's defined contribution plan.

Due to an administrative error at Fidelity, some information about you was briefly made available on Fidelity's secure website to a benefit plan administrator at one of our other defined contribution plan client firms on August 17, 2011. The information included your name, Social Security number, employee ID, and address on file at Fidelity. At this time, we are not aware of any misuse of this information, nor do we anticipate any.

It is important to note that the file was accessible only through a password-protected application and was viewed by a single individual who works in the Benefits Department at another Fidelity client firm. Fidelity was promptly notified of the error by that individual and immediately removed the file from the site. The individual confirmed that no copies of the file were retained in any format. We have no reason to believe that any personal information has been or will be used for any unintended purposes; however, out of an abundance of caution we are notifying you.

Please know we take the protection of customer information very seriously and sincerely regret any inconvenience or concern this may have caused. We have taken steps to further strengthen our administrative controls to help prevent a recurrence. While we see no need for any action on your part, the pages following this letter contain further steps you may take to protect your personal information.

If you have any questions regarding this matter, please feel free to call Fidelity at 1-800-354-7123. Additionally, you may contact Bonnie Yeomans, CA, Inc.'s Privacy Officer, at 631-342-2678.

Sincerely,

A handwritten signature in black ink that reads 'William S. Duserick'. The signature is written in a cursive style with a large, prominent 'W' and 'S'.

William Duserick
Chief Privacy Officer

ADDITIONAL STEPS TO PROTECT YOURSELF

Directions for Placing a Security Freeze

A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and Social Security number) **and** the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

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 call any one of the three major credit reporting companies to place an alert. The company you call is required to contact the other two, which will place an alert on their versions of your report, too. 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), complete name and employer(s). Notify the credit reporting companies if any information is incorrect.

Equifax: 877-478-7625 www.equifax.com; PO Box 740241, Atlanta GA, 30374-0241

Experian: 888-397-3742 www.experian.com; PO Box 9532, Allen TX 75013

TransUnion: 800-680-7289 www.transunion.com; Fraud Victim Assistance Division, PO Box 6790, Fullerton CA 92834-6790

Directions for Obtaining a Credit Report

Please remember that while this matter may not involve significant risk, it is always good practice to remain vigilant for incidents of fraud and identity theft and to take sensible steps to protect yourself by regularly reviewing your account statements and your credit report for unauthorized activity. 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. You are advised to report any suspected identity theft to law enforcement, your attorney general and the Federal Trade Commission.

Resources

Additional information about steps to avoid identity theft is available from the following source:

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/