



2455 Paces Ferry Rd • Atlanta, GA 30339

May 24, 2007

New Hampshire Attorney General  
Department of Justice  
33 Capitol Street  
Concord, NH 03301

To Whom It May Concern:

The purpose of this letter is to inform you that The Home Depot notified 204 associates (12 in NH) about a consultant's password protected laptop that was stolen. The laptop contained several files that consisted of Social Security Number and names (but not address or dates of birth). Associates were notified in writing on or about May 24, 2007 and were offered one free year of credit monitoring through ConsumerInfo, an Experian company.

Home Depot takes the Privacy and Security of associate and customer information very seriously. We have processes in place to ensure the security of sensitive data but we are evaluating ways to further enhance the privacy and security of data on mobile devices.

Enclosed is a copy of the associate notification letter. Please feel free to contact me if you have additional questions.

Sincerely,

A handwritten signature in black ink that reads "Alicia Jackson".

Alicia Jackson  
Privacy Manager

CC: CSCIC Fax 518-474-9090

CC: CPB Fax 518-474-2474



***Please do not discard this letter before carefully reading it and following its instructions.***

First Name, Last Name  
Address

Dear [Associate Name]:

We are sorry to have to trouble you about this matter, but it requires your immediate attention. Recently, a Home Depot consultant's password protected laptop was stolen that contained selected files referencing some personal information of approximately 200 associates. Unfortunately, we believe the lost files listed your Social Security Number and your name, but not your home address. We do not have any evidence that your information has been misused and believe the likelihood of any misuse is low. However, in honoring one of our core values -- Taking Care of Our People -- we have arranged to provide you with a credit monitoring product at no cost to you.

Please be assured that Home Depot takes the privacy of your information very seriously. We have partnered with ConsumerInfo.com, Inc., an Experian® company, one of the nation's leading consumer credit reporting agencies, for you to receive free copies of your consumer reports (from all three agencies: Equifax, Trans Union and Experian) now and free credit monitoring of your consumer reports from ConsumerInfo.com for one year. You will need to provide your Social Security Number in order to sign up. Your membership will alert you to important changes on your credit report to help you protect your identity. To enroll in the credit monitoring membership, please visit the website using the address and access code below. A step-by-step description of the enrollment process is provided with this letter.

**Website:** <http://partner.experiandirect.com/premium>

**Your Access Code:** [need to insert code]

If you do not have access to a computer or have any issues with enrollment, you can call Experian customer service at 1-866-252-0121.

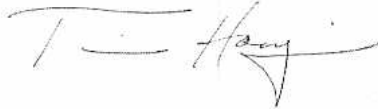
With your credit monitoring membership, you will receive up to \$25,000 in Identity Theft Insurance provided by Virginia Surety Company, Inc. (Due to New York state law restrictions, coverage cannot be offered to residents of New York.) Your membership also includes access to fraud resolution representatives should you become a victim of identity theft.

In addition to signing up for the credit monitoring, we urge you to review your credit card account statements carefully to make certain there have been no unauthorized transactions made. Contact your financial institution immediately if there is unauthorized activity on your account or if an unauthorized account is opened in your name.

If you have any questions about the credit report monitoring service, please call ConsumerInfo.com customer service at 1-866-252-0121. If you have any questions about this incident or the authenticity of this letter, please call The Home Depot at 1-800-654-0688 (or speed dial #9100), extension 14440.

We apologize for any inconvenience this incident may cause you. We value you and your privacy, and we have taken the above steps in an effort to minimize any problems that may arise from this unfortunate situation.

Yours very truly,

A handwritten signature in black ink, appearing to read "Tim Hourigan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Tim Hourigan  
VP-HR

cc: Don Singletary, Mike Buskey, Theresa Duren, Carole Pietak, Tom Spahr

## Identity Theft Resources: A Step-by-Step Guide

Identity theft occurs when someone uses another person's personal information to conceal crimes or obtain credit fraudulently. Identity theft is a crime, and it can be costly for its victims as well as for the credit grantors who are defrauded. We have arranged for products to help you determine if your information is being used improperly and to reimburse for you for any damages that you may suffer if you do become a victim of identity theft – regardless of the cause. Here are the steps to take to use the products:

### **(1) Sign up for the FREE credit report monitoring membership.**

We have arranged for ConsumerInfo.com, Inc., an Experian company, to provide you with free credit monitoring for one year. Your membership will alert you to important changes on your credit report to help you protect your identity. To sign up for this membership:

1. Access the Internet and open Internet Explore or another web browser.
2. Type the following URL into the address bar: <http://partner.experiandirect.com/premium>. This will take you to the ConsumerInfo.com website. Click the "Sign Up Now" button.
3. Complete the enrollment form and click "Submit." This is the first of 2 pages you must complete.
4. Complete the second page of the enrollment form by creating a user name and password and providing your Social Security number. You also need to enter your personal access code from your notification in the box labeled "promotion code" on this page.
5. Read the Terms and Conditions in the box at the bottom of the page. Click the "Submit Secure Order" button.
6. Answer the online authentication questions. For security reasons, you must answer the authentication questions in order to get access to your Experian credit report. If you cannot answer the questions, please follow the instructions on the screen.
7. When you have completed your order, your Experian credit report will display on the screen.
8. If you have problems signing up for membership, call ConsumerInfo.com customer service at 1-866-252-0121

### **(2) If inappropriate activity occurs on your credit report, contact the fraud resolution representatives.**

Your credit monitoring membership includes access to fraud resolutions representatives who will provide you with personal assistance. These representatives can:

- Review your credit record to determine accuracy and potential areas for fraud;
- Provide information to appropriate government agencies; and
- Research and investigate potential damage to your identity.

### **(3) If you become a victim of identity theft, you have access to identity theft insurance.**

Your credit monitoring membership includes up to \$25,000 in Identity Theft Insurance provided by Virginia Surety Company, Inc.

### **4. If you want to learn more about identity theft, visit the following helpful sites:**

- The Federal Trade Commission (FTC) runs the U.S. government identify theft information website, <http://www.consumer.gov/idtheft>.
- The Identify Theft Resource Center is a non-profit organization that you can contact online at <http://www.idtheftcenter.org/> or via email to [itrc@idtheftcenter.org](mailto:itrc@idtheftcenter.org).
- Call for Action: contact them online at <http://www.callforaction.org/> or talk to victim support counselors at 866-ID-Hotline (866-434-6854).