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## **ANTHONY E. DIRESTA**

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**April 16, 2012**

Attorney General Michael A. Delaney  
Office of the Attorney General  
NH Department of Justice  
33 Capitol Street  
Concord, NH 03301

Dear Attorney General Delaney:

We are writing pursuant to N.H. Rev. Stat. §§ 359-C:19 *et seq.* to report that on March 15, 2012, our client, Home Depot U.S.A., Inc. ("Home Depot"), learned that one of its employees accessed certain HR information for unauthorized purposes, namely in what appear to have been failed attempts to misuse the information to obtain fraudulent credit. The information included name, contact information, social security number, driver's license number, and in some instances, financial account information. Based on investigations conducted by Home Depot in cooperation with law enforcement, there was one (1) New Hampshire resident whose information was used by this individual in an attempt to obtain fraudulent credit. In addition, while Home Depot has no evidence to suggest that their information was inappropriately accessed or used, as a precautionary measure, Home Depot is also notifying an additional thirty-five (35) residents whose information was included in the group of individuals targeted by this person.

Home Depot takes this matter seriously. Upon learning of this issue, Home Depot took immediate steps to determine how to protect its employees. These steps included working with law enforcement and conducting an investigation to determine the identities of any affected individuals and the scope of any potential wrongdoing. Home Depot also terminated the employee.

In addition, on April 13, 2012, Home Depot sent out a letter to each of these individuals notifying them of this issue and the possible compromise of their personal information in compliance with New Hampshire law. These letters provide helpful information that will enable these individuals to protect themselves from identity theft, including contact information for the credit agencies and FTC, how to obtain a credit report, how to put in place a fraud alert, how to put in place a credit freeze, advice to monitor their credit reports and financial accounts, and advice to report suspected incidences of identity

theft to local law enforcement, the Attorney General, or the FTC. A copy of this notice is attached. In addition, out of an abundance of caution, Home Depot is offering one year of free credit monitoring to all potentially impacted individuals.

We assure you that our client takes this issue, and the privacy and security of its employees, very seriously, and is working diligently to ensure that this does not occur again. Please feel free to contact me if you have any questions.

Best regards,

Anthony E. DiResta / MNS

Anthony E. DiResta



Processing Center • P.O. Box 3825 • Suwanee, GA 30024

Redemption Code: 9999999999



John Q Sample  
123 Main Street  
Anytown, US 12345-6789

April 13, 2012

Dear John Q Sample:

We regret to inform you that we recently became aware of a situation involving the potential theft of your personal information. This letter contains details about the situation and steps that you can take to help protect your identity.

On March 15, 2012 we learned that one of our associates accessed HR information for purposes unrelated to her job duties. We believe that this unauthorized access may have begun in November 2011. This information included your personal information, such as your name, contact information, social security number, driver's license number, and any financial account number you may have previously provided to us. We have been working with law enforcement to investigate this issue and have terminated the associate.

Because we believe that your personal information was inappropriately accessed, we want to make sure you have the information you need so that you can take steps to help protect yourself from identity theft. We encourage you to remain vigilant and to regularly review and monitor relevant account statements and credit reports and report suspected incidents of identity theft to local law enforcement, the Attorney General, or the Federal Trade Commission.

You are entitled to one free credit report annually from each of the three national credit bureaus. To order your free credit reports, please read the Reference Guide we have included with this letter. It includes contact information for each of the three major credit agencies. You also have the right to place a fraud alert or security freeze on your credit file. The Reference Guide explains how to take these steps. You can also learn more about how to protect yourself from becoming a victim of identity theft by contacting the Federal Trade Commission [www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/) (full contact information is in the Reference Guide).

To further assist you, we have arranged for you to receive 12 months of free identity protection from AllClear ID. AllClear ID offers Credit Monitoring that delivers secure, actionable Credit Alerts to you by phone. This service also includes a \$1,000,000 Identity Theft Insurance Policy, the AllClear ID OnCall Investigations Team to assist you in the event that your information is used fraudulently, and AllClear ID Resolution Services, if needed, to assist you in restoring your credit file.

AllClear ID has a simple Internet-based verification and enrollment process. To sign up online, go to [enroll.allclearid.com](http://enroll.allclearid.com). You will need to provide the redemption code that is listed at the top of this page. Once you have entered your redemption code, click on "Sign up now" on the right side of the page and follow the website's instructions. Please note, part of the sign-up process may include receiving a phone call from AllClear ID soon after you initiate the registration process. You have 90 days from the receipt of this letter to register. The AllClear ID service will be valid for one year from the date you register.

We take the protection of your personal information seriously and are taking steps to prevent a similar occurrence. We deeply regret any inconvenience this event may cause you. If you have questions about this matter or the AllClear ID service, please call 1-866-979-2599. You may also call The Home Depot's HR Service Center at 1-866-698-4347.

We hope this information is useful.

Regards,

Stacey Keegan  
Senior Privacy Attorney



## Reference Guide

Even if you do not feel the need to register for the credit monitoring service, we encourage you to take the following steps:

**Order Your Free Credit Report.** You are entitled under U.S. law to one free credit report annually from each of the three national credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 877-322-8228 or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's website at [www.ftc.gov](http://www.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

When you receive your credit reports, review them carefully to ensure that the information they contain is accurate. If you see anything on your credit reports or credit card account statements that appears incorrect, contact the credit reporting agencies and/or your credit card provider, and report suspected incidents of identity theft to local law enforcement, the Attorney General, or the FTC (contact information below). Even if you do not find any signs of fraud on your reports or account statements, the FTC suggests that you check your credit reports and account statements periodically.

**Place a Fraud Alert or Security Freeze on Your Credit Report.** To protect yourself from possible identity theft, you may want to consider placing a fraud alert or security freeze on your credit report. A fraud alert lasts 90 days, and requires potential creditors to use reasonable policies and procedures to verify your identity before issuing credit in your name (as soon as one agency is notified, the others are notified to place fraud alerts as well). You can keep a fraud alert in place by contacting the agencies again after 90 days. You may have the right to put a "freeze" on your credit report by contacting each of the three credit reporting agencies at their mailing addresses listed below. Unless you are the victim of identity theft, each agency may charge a fee which could range based on your state. You will be asked to provide the agency with identifying information, like name, social security number, date of birth, current and prior addresses (and proof thereof). You may also have to provide a copy of your government ID. You have the right under the laws of many states to obtain a police report. If you have been the victim of identity theft, you will need to provide a copy of the police report or complaint to law enforcement when requesting your security freeze; if you have not, you will need to provide the required fee by check or credit card (do not send cash in the mail). You can obtain more information about fraud alerts and security freezes by contacting the FTC or one of the national credit reporting agencies listed below.

Equifax	P.O. Box 740241 Atlanta, Georgia 30374-0241	888-766-0008	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	475 Anton Blvd. Costa Mesa, CA 92626	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	Fraud Victim Assistance Division P.O. Box 6790 Fullerton, California 92834-6790	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

**Contact the U.S. Federal Trade Commission.** You can learn more about how to protect yourself from becoming a victim of identity theft by contacting the Federal Trade Commission or your state's regulatory authority to obtain additional information about how to avoid identity theft, how to place a fraud alert, and how to place a security freeze on your credit report.

**Federal Trade Commission, Consumer Response Center**  
600 Pennsylvania Avenue, NW, Washington, DC 20580, 1-877-IDTHEFT (438-4338), [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft)

**For residents of Maryland:** You may also obtain information about preventing and avoiding identity theft from the Maryland Office of the Attorney General:

**Maryland Office of the Attorney General, Consumer Protection Division**  
200 St. Paul Place, Baltimore, MD 21202, 1-888-743-0023, [www.oag.state.md.us](http://www.oag.state.md.us)

**For residents of North Carolina:** You may also obtain information about preventing and avoiding identity theft from the North Carolina Attorney General's Office:

**North Carolina Attorney General's Office, Consumer Protection Division**  
9001 Mail Service Center, Raleigh, NC 27699-9001, 1-919-716-6000, [www.ncdoj.gov](http://www.ncdoj.gov)