



*Route 100  
Somers, NY 10589*

April 26, 2007

Consumer Protection and Antitrust Bureau  
Attorney General's Office  
33 Capitol St.  
Concord, NH 03301

Dear Sir or Madam:

I am writing in furtherance of my letter to you of April 6. In that letter I informed you that recently data tapes were lost while being transported by a vendor, which contained primarily archival employment-related information on certain current and former IBM employees. In my letter to you I also included a copy of the letter we are sending to residents informing them of this incident. IBM has updated its notice letter to residents to include additional contact information and to include a set of questions and answers on the incident. I attach the updated resident letter.

Very truly yours,

A handwritten signature in black ink, appearing to read "G. B. O'Hanlon", is written over the typed name.

George B. O'Hanlon  
Senior Counsel

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Route 100  
Somers, NY 10589

April 6, 2007

Consumer Protection and Antitrust Bureau  
Attorney General's Office  
33 Capitol St.  
Concord, NH 03301

Dear Sir or Madam:

We are writing to notify you about an incident that occurred recently that involves personal information relating to current and former IBM employees, some of whom are residents of New Hampshire.

Recently, data tapes were lost while being transported by a vendor. Those tapes contained primarily archival IBM employment-related information, including Social Security numbers. After a thorough investigation of the incident, we do not believe the loss involved intentional data theft or any other unlawful activity. We have no indication that the personal information on the missing tapes, which were not of the type that can be read by personal computer, has been accessed or used for any improper purpose. The vendor has implemented remedial measures designed to avoid recurrence of this situation.

The number of New Hampshire residents affected is 1,468. Notification letters will be sent to current and former employees beginning the week of April 9, 2007. Attached for your information is a copy of this notification letter.

Please contact me at 914-766-2695 if you have any questions.

Very truly yours,



George B. O'Hanlon  
Senior Counsel



Urgent Message From IBM. Please Open Immediately.

PO Box 37420 | Oak Park, MI 48237

<<NAME>>

<<ADDRESS 1>>

<<ADDRESS 2>>

<<CITY, STATE ZIP CODE>>

<<POSTNET BARCODE>>

Dear <<Name>>,

We are writing because of an incident that has resulted in the loss of information relating to your IBM employment, and we wanted to inform you about what happened and explain steps IBM is taking to help protect you.

Recently, data tapes were lost while being transported by a vendor. Those tapes contained primarily archival IBM employment-related information, including Social Security numbers. After a thorough investigation of the incident, we have concluded that the tape loss was inadvertent and not associated with theft or any other unlawful activity. We have no indication that the personal information on the missing tapes, which are not the type that can be read by personal computer, has been accessed or has been used for any improper purpose. Nevertheless, IBM takes any loss of personal data very seriously and has taken steps to help protect you and your data.

As a result, we have arranged to provide you with the ID TheftSmart™ Enhanced Identity Theft Restoration and Continuous Credit Monitoring program from Kroll Inc. ID TheftSmart is one of the most comprehensive programs available to help protect your name and credit against identity theft.

If you wish to use your ID TheftSmart credit monitoring service after reviewing the enclosed materials, please complete and return the authorization form. The choice to enroll is entirely yours. Credit monitoring cannot be provided without your authorization. As you will see on the form, the authorization requires that you provide certain personal information, including your Social Security number, to Kroll. IBM cannot provide this information to Kroll on your behalf.

If you have questions or feel you may have an identity theft issue, please call the toll-free hotline that IBM has set up on your behalf at (800) 849-4715 (TTY: 800-654-5984) between 8 a.m. and 6 p.m. Central Time, Monday through Friday. If you are outside the U.S., please call +1 (515) 243-1900, ext. 58776. This line is staffed by trained representatives from the Kroll ID TheftSmart program. Additional information, including questions and answers, is enclosed in this package.

For more information and useful tips about detecting and dealing with identity theft, visit the website of the Federal Trade Commission at <http://www.consumer.gov/idtheft>.

At IBM, we take data security and privacy very seriously, and respond aggressively at the suggestion of any risks. We regret this incident and apologize for any inconvenience.

Sincerely,

Barbara A. Brickmeier  
Vice President, IBM Human Resources

## **ID TheftSmart™**

<<MEMBER NAME>>

Membership Number: <<MEM. NUMBER>>

**Member Services: 1-800-849-4715 (TTY: 1-800-654-5984)**

8:00 a.m. to 6:00 p.m. (Central Time), Monday through Friday

**Outside of the U.S.: +1 (515) 243-1900 extension 58776**

If you have questions or feel you may have an identity theft issue, please call ID TheftSmart member services

## **ID TheftSmart™**

<<MEMBER NAME>>

Membership Number: <<MEM. NUMBER>>

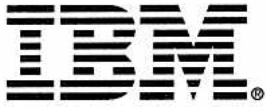
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Please detach cards and keep in a convenient place for your reference



## Questions and Answers from IBM

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**Q. Is there an IBM contact that can verify this letter actually came from IBM?**

A. Yes. You can email IBM at [inquiry@us.ibm.com](mailto:inquiry@us.ibm.com) for verification, or review the following Web page: [www.ibm.com/afteribm/us/inquire.shtml](http://www.ibm.com/afteribm/us/inquire.shtml).

**Q. What personal information of mine is on the missing tapes?**

A. The missing tapes contained employment-related information such as your Social Security number, your dates of employment with IBM, birth date, contact information such as your address, and your IBM work history.

**Q. When were the tapes lost?**

A. February 23, 2007.

**Q. Why did it take several weeks after the loss of the tapes to notify me?**

A. Time was needed to investigate the incident, determine the nature of the information on the lost tapes, and conclude that recovery of the tapes was unlikely.

**Q. How many people are affected?**

A. In order not to impede any continuing investigative efforts, we are not disclosing the number of individuals affected.

**Q. Why did IBM decide to notify me about the incident?**

A. Because it's the right thing to do. IBM takes data security and privacy very seriously, and responds aggressively at the suggestion of any risks. We wanted to make you aware of the situation and we have contracted with Kroll Inc., one of the world's leaders in dealing with issues involving identity theft or loss of personal information, to provide ID TheftSmart™ Enhanced Identity Theft Restoration and Continuous Credit Monitoring at no cost to you for a year if you choose to participate in the ID TheftSmart program.

**Q. What happens after a year?**

A. We believe one year of credit monitoring is appropriate in connection with this incident. We will continue to watch for activity that suggests unauthorized use of the tapes and, if new facts present themselves, we will reassess the situation.

**Q. Why do I have to provide my Social Security number and date of birth to Kroll? Why can't IBM provide that information to Kroll for me?**

A. Choosing to access credit monitoring services from Kroll is an individual decision. It would not be appropriate for IBM to give Kroll personal data on behalf of any individual who may have chosen not to enroll. Only if you choose to enroll should you, directly, provide the personal information needed by Kroll to confirm your identity and provide the service you have selected.

**Q. Can't IBM automatically enroll me in the ID TheftSmart program?**

A. We believe that you should make the decision as to whether you want to enroll in the ID TheftSmart program. We recommend that you review all the material in this package. If you wish to use the ID TheftSmart credit monitoring service we are providing, you need to complete and return the authorization form. If you prefer not to mail the authorization form, please call Kroll for faxing instructions.

**Q. What happens if I suspect I am the victim of identity theft?**

A. If, after reviewing your credit data, you suspect fraudulent activity may have occurred as a result of this incident, licensed Kroll Inc. investigators will help you determine if such activity took place and the extent of the fraudulent activity. If, after Kroll's investigation, fraud is confirmed as a result of the incident, Kroll will make identity theft restoration services available to you. These services are described in the Kroll brochure.

**Q. What is being done to prevent this from happening in the future?**

A. IBM is reviewing its procedures and will implement appropriate remedial measures.

**Q. I haven't worked at IBM for many years. Why does IBM still have information about me?**

A. IBM, like other companies, retains records of past employees for a variety of legal, tax, and other reasons, as well as to verify IBM employment when needed.

**Q. I am a surviving spouse. Was any of my personal information on the missing tapes?**

A. Only information about the former IBM employee was on the missing tapes.

**Q. What happens if the tapes are found?**

A. IBM will notify you if the tapes are found. In the meantime, we urge you to be vigilant in monitoring for identity theft, and by calling Kroll with any questions about credit or how to identify fraudulent activity.

**Q. What else can I do to protect myself against credit or identify fraud?**

A. You are entitled under U.S. law to one free credit report annually from each of the three major U.S. credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free 877-322-8228.

You may also place a fraud alert on your credit file, which alerts creditors to take additional steps to verify your identity before extending credit in your name. This is a free service and stays in effect for 90 days. However, be aware that having this may make obtaining credit slower or more difficult for you while the alert stays on your file. Should you wish to place a fraud alert please view [www.annualcreditreport.com](http://www.annualcreditreport.com) for more information.

STATE OF NH  
DEPT OF JUSTICE  
07 APR 30 AM 10:29