



March 9, 2012

Office of the New Hampshire Attorney General
33 Capitol Street
Concord, NH 03301

Re: Kelly Services

To Whom It May Concern:

We are contacting the Office of the New Hampshire Attorney General regarding a recent incident at Kelly Services® and the potential breach of personal information (PI) of seven (7) New Hampshire residents.

Kelly Services recently learned that a former employee retained electronic documents on his personal computer containing information on some Kelly temporary employees. Although this breach was not at all caused by, or the result of, any action or inaction by Kelly Services, the protection of personal information is of utmost importance to Kelly Services and it has taken the necessary precautions to safeguard the potentially impacted individuals.

On December 11, 2011, Kelly Services received notification that the former employee had improperly, and against company policies, retained information related to Kelly Services temporary employees. Kelly Services was not provided all of the information to determine which employees were affected by this incident until March 2, 2012. The PI included full names and Social Security numbers.

An investigation was conducted immediately following discovery of the incident and is still ongoing. Kelly Services is confident that it has retrieved all of the PI from the former employee. Although there is no evidence showing actual misuse of PI at this time, Kelly Services is deeply committed to its employees. As such, we wanted to make you (and the affected individuals) aware of the incident and explain the steps Kelly Services is taking to safeguard against identity fraud.

Kelly Services has engaged a computer forensic expert who is currently examining the computers and electronic devices which potentially contained the PI. At this time, there are no indications that any identity fraud, theft, or other harmful activity has occurred, or that any sensitive information has actually been accessed. Nevertheless, we are working diligently to assist all potentially affected individuals in keeping their identity and private information safe.

On March 9, 2012, Kelly Services will be notifying the affected employees of the potential breach and will advise them to monitor all financial records. Kelly Services will offer a 12-month, one-bureau credit monitoring service at no cost to these individuals. Kelly Services will also advise the individuals affected to obtain a credit report, place a fraud alert, and/or place a security freeze on their credit report and the potential associated costs of doing so.

Kelly Services takes this situation very seriously. Maintaining the integrity of confidential information is extremely important to Kelly Services and we continue to take appropriate measures to safeguard the security of PI.

Sincerely,



Diane McCormick
Senior Director, Global Security Programs
Kelly Services, Inc.

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DEPT OF JUSTICE
STATE OF OHIO