



April 20, 2011

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

Mr. Delaney:

On behalf of Netflix, Inc. ("Netflix"), I am writing to inform you about a recent incident in which personal information maintained by Netflix and relating to two New Hampshire residents may have been accessed by a Netflix employee without authorization.

On April 4, 2011, we discovered that an individual working at a Netflix call center had accessed over approximately the past two months, without authorization, the credit card information of some Netflix customers who spoke with the individual over the telephone. The call center employee had access to the following types of personal information relating to two New Hampshire residents: customer name in combination with credit card number and information.

Upon learning of this incident, we contacted law enforcement and began conducting an investigation into the incident. Moreover, we have terminated our relationship with the call center worker, including removing the individual's access to Netflix facilities and information.

In accordance with New Hampshire law, we will notify the two New Hampshire residents on April 21, 2011.

Please do not hesitate to contact me at [REDACTED] if you have any questions or concerns.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sharon Williamson".

Sharon Williamson
Senior Counsel