



2800 OVERLOOK PARKWAY, ATLANTA GA 30339
Phone 404-691-5830

August 22, 2007

Ms. Kelly A. Ayotte
Attorney General
State of New Hampshire
33 Capitol Street
Concord, NH 03301

RE: Report of breach of security involving personal information

Dear Attorney General Ayotte:

We are writing to inform you, pursuant to requirements of RSA 359-C:20(I)(b), that we have notified one former employee of Printpack in New Hampshire by letter that certain personal information related to him was acquired by an unauthorized third party.

Sometime during the night between Thursday, August 16, 2007 and Friday, August 17, 2007, someone stole five laptop computers from Printpack's corporate headquarters in Atlanta, Georgia. One of the laptops was taken from the Printpack Finance Department. That laptop was being used for human resources and tax reasons and had some personal information about present and former Printpack employees on it including Social Security numbers, dates of birth, marital status, address and other information.

Printpack reported the incident to law enforcement and the investigation is continuing.

We mailed letters to the affected Printpack employees and former employees on Tuesday, August 21, 2007, notifying them of the incident and providing information about measures they can take to protect against financial fraud. A copy of the letter we sent to the affected personnel is attached.

We are available to answer any questions you may have about this incident. Please contact me at (404) 460-7451 if you have any questions and if we can provide additional information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gray McCalley, Jr.', with a large, sweeping flourish at the end.

Gray McCalley, Jr.
Vice President and General Counsel

Enclosure: Copy of Notice Letter



2800 OVERLOOK PARKWAY, NE. • ATLANTA, GA 30339 • PHONE 404-460-7000

August 20, 2007

Dear <FIRSTNAME>:

Sometime during the night between Thursday, August 16, 2007 and Friday, August 17, 2007, someone stole five laptop computers from the new Printpack corporate offices.

One of the laptops was taken from the Finance Department. That laptop was being used for HR and tax reasons and had some of your personal information on it including social security numbers, dates of birth, marital status, address and other information. The computer did NOT have any information on it about your spouse (if you are married).

Printpack is taking steps to inform all possible affected associates, present and former, whose data was on that computer. We do not know for sure that this personal data will even be found or used by the thief. It could be that nothing will happen. Still, we are advising all affected associates about this theft and proposing steps that you may want to take to protect against identity theft and financial fraud in case the thief does find and try to use the data.

We have arranged with Equifax Personal Solutions to help you protect your identity and your credit information at no cost to you. There are two ways to enroll, by internet, and by phone. The steps to follow are:

1. Enroll in Equifax Credit Watch™ Gold identity theft protection service. This product is being provided to you at no cost.
2. Additionally, you may choose to adopt an increased level of protection by placing a fraud alert on your credit file at Equifax and the other two credit reporting agencies

Enroll in Equifax Credit Watch™ Gold

Equifax Credit Watch will provide you with an "early warning system" to changes to your credit file and help you to understand the content of your Equifax credit file. The key features and benefits are listed below.

Equifax Credit Watch provides you with a 1 year membership service:

- Comprehensive credit file monitoring of your Equifax credit report with daily notification of key changes to your credit file.
- Wireless alerts and customizable alerts available
- Unlimited access to your Equifax Credit Report™
- \$20,000 in identity theft insurance with \$0 deductible, at no additional cost to you
- 24 by 7 live agent Customer Service to assist you in understanding the content of your Equifax credit information, to provide personalized identity theft victim assistance and to initiate an investigation of inaccurate information.

How to Enroll

Equifax has a simple Internet-based verification and enrollment process.

Visit: www.myservices.equifax.com/gold

1. Consumer Information: complete the form with your contact information (name, address and e-mail address) and click the "Continue" button. The information is provided in a secured environment.

2. Identity Verification: complete the form with your Social Security Number, date of birth, telephone #s, create a User Name and Password, agree to the Terms of Use and click the "Continue" button. The system will ask you up to two security questions to verify your identity.
3. Payment Information: During the "check out" process, provide the following promotional code: <PROMOCODE> in the "Enter Promotion Code" box. (no spaces, include dash.) After entering your code press the "Apply Code" button and then the "Submit Order" button at the bottom of the page. (This code eliminates the need to provide a credit card number for payment.)
4. Order Confirmation: – Click "View My Product" to access your Equifax Credit Report.

To sign up for US Mail delivery of the product, dial 1-866-937-8432 for access to the Equifax Credit Watch automated enrollment process. Note that all credit reports and alerts will be sent to you via US Mail only.

1. Promotion Code: You will be asked to enter your promotion code as shown above (no spaces, **no dash**)
2. Customer Information: You will be asked to enter your home telephone number, home address, name, date of birth and Social Security Number.
3. Permissible Purpose: You will be asked to provide Equifax with your permission to access your credit file and to monitor your file. Without your agreement, Equifax can not process your enrollment.
4. Order Confirmation: Equifax will provide a confirmation number with an explanation that you will receive your Fulfillment Kit via the US Mail (when Equifax is able to verify your identity) or a Customer Care letter with further instructions (if your identity can not be verified using the information provided).

Directions for placing a Fraud Alert

A fraud alert is a consumer statement added to your credit report. This statement alerts creditors to possible fraudulent activity within your report as well as requests that they contact you prior to establishing any accounts in your name. Once the fraud alert is added to your credit report, all creditors should contact you prior to establishing any account in your name. To place a fraud alert on your Equifax credit file, you may contact our automated fraud line at 1-877-478-7625, and follow the simple prompts. Once the fraud alert has been placed with Equifax, a notification will be sent to the other two credit reporting agencies, Experian and Trans Union, on your behalf.

We have also set up a hotline for associates to call with your questions and concerns. The toll-free number is: 1-800-451-9985, extension 17333. While in the Printpack system, just dial 17333. This hotline will be operational from 8:00 EDT to 5:00 EDT. Also, please feel free to contact your local Human Resources Manager for additional assistance.

We are sorry that this has happened. We are reviewing and tightening our procedures to try to make sure that it does not happen again. We do think that, if you follow the steps outlined in the attached, it will minimize the likelihood that someone can use your data. We encourage you to take these steps promptly.

Sincerely,



Terrence P. Harper
Vice President, Technology & Support