

Public Storage  
701 Western Ave.  
Glendale, CA 91207



September 25, 2013

**BY OVERNIGHT DELIVERY**

New Hampshire Department of Justice  
33 Capitol Street  
Concord, NH 03301

**Re: Public Storage's Notice of Security Breach Pursuant to N.H. Rev. Stat. § 359-C:20**

To Whom It May Concern,

Pursuant to N.H. Rev. Stat. § 359-C:20, Public Storage ("PS") hereby provides notice to the New Hampshire Attorney General's Office of a resolved security breach involving one (1) of PS' customers that lives in the State of New Hampshire.

On September 4, 2013, we discovered that an existing customer gained limited access to some unencrypted personal information of 745 of our customers, including the 1 New Hampshire resident, while reviewing his own account. The personal information was limited to names, addresses, and driver's license numbers. There was no access to payment card or social security numbers. We caused an immediate investigation, made some system modifications, and have confirmed that our systems will only allow a customer to access their own information.

We reported the matter to law enforcement, although we have no evidence that the information taken has been used or will be used for fraudulent purposes.

Pursuant to N.H. Rev. Stat. § 359-C:20, PS is giving written notice of the security breach to this New Hampshire resident on September 25, 2013, concurrent with this notification. This written notice is attached hereto as Exhibit "A."

Please feel free to contact me directly at 818-244-8080 extension 1610, if I can provide any further information or assistance.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven M. Glick', written over a rectangular box.

Steven M. Glick  
Senior Vice President, Chief Legal Officer  
and Corporate Secretary



**Public Storage #<Property Number>  
<Property Address>  
<Property City, State, Zip Code>**

September 25, 2013

<COMPANY>  
<FIRST NAME> <LAST NAME>  
<ADDRESS>  
<CITY>, <STATE> <ZIP CODE>

Space Number: <UNIT>  
Account Number: <ACCOUNT NUMBER>

Dear <Mr/Mrs \_\_\_\_\_>,

I want to advise you that Public Storage experienced a breach of data security on September 4, 2013. An existing customer gained limited access to some personal information about you while reviewing his own account. The personal information was limited to your name, address and driver's license number. There was no access to payment card or social security numbers.

We have investigated the matter and changed our systems. We do not believe that any use has been made of your personal information but wanted to inform you quickly so that you can take any steps necessary to protect your identity.

You are entitled to obtain a copy of your credit report, free of charge. A credit report contains information about your credit history and the status of your credit accounts. Your credit report could alert you to fraudulent activity being carried on in your name by an identity thief. Please remain vigilant by reviewing all of your account statements and monitoring your free credit reports by contacting any one of the national consumer reporting agencies set forth below.

**Equifax**  
P.O. Box 740241  
Atlanta, Georgia 30374  
1-800-685-1111  
[www.equifax.com](http://www.equifax.com)

**Experian**  
P. O. Box 2002  
Allen, TX 7501  
1-888-397-3742  
[www.experian.com](http://www.experian.com)

**TransUnion**  
PO Box 6790,  
Fullerton, CA 92834  
1-800-888-4213  
[www.transunion.com](http://www.transunion.com)

**RESIDENTS OF CALIFORNIA:** For more information on identity theft, we suggest that you visit the website of the California Office of Privacy Protection at [www.privacy.ca.gov](http://www.privacy.ca.gov).

**RESIDENTS OF ILLINOIS:** State law advises you to obtain information from the Federal Trade Commission, as well as the above-listed consumer reporting agencies, about fraud alerts and security freezes.

Federal Trade Commission  
Bureau of Consumer Protection  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
1-877-IDTHEFT (1-877-438-4338)  
[www.consumer.ftc.gov](http://www.consumer.ftc.gov)

**RESIDENTS OF MARYLAND:** You can obtain information from the Federal Trade Commission and the Maryland Office of the Attorney General about steps to take to avoid identity theft.

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)

Federal Trade Commission  
Bureau of Consumer Protection  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
1-877-IDTHEFT (1-877-438-4338)  
[www.consumer.ftc.gov](http://www.consumer.ftc.gov)

**RESIDENTS OF NORTH CAROLINA:** You can obtain information from the North Carolina Office of the Attorney General and the Federal Trade Commission about steps you can take to prevent identity theft.

North Carolina Office of the Attorney General  
Consumer Protection Division  
Mail Service Center 9001  
Raleigh, NC 27699-9001  
1-877-566-7226  
[www.ncdoj.gov](http://www.ncdoj.gov)

Federal Trade Commission  
Bureau of Consumer Protection  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
1-877-IDTHEFT (1-877-438-4338)  
[www.consumer.ftc.gov](http://www.consumer.ftc.gov)

**RESIDENTS OF OREGON:** State law advises you to report any suspected identity theft to law enforcement, including the Federal Trade Commission.

We are sorry about the inconvenience caused by this incident. If you have questions, please call toll-free at 1-877-974-2587 between 8:00 a.m. and 5:00 p.m. (PT), Monday through Friday.

Sincerely,



Ronald L. Havner, Jr.  
President and Chief Executive Officer