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April 13, 2017

**VIA OVERNIGHT DELIVERY**

Attorney General Joseph Foster  
Office of the Attorney General, State of  
New Hampshire  
Att: Security Breach Notification  
33 Capitol Street  
Concord, New Hampshire 03301

Re: Incident Notification

Dear Attorney General Foster:

This firm represents Saint-Gobain Corporation (“SGC”). Pursuant to N.H. Rev. Stat. Arm. § 359-C:20(I)(b) we are writing to notify you of an incident involving unauthorized access to personal information involving three (3) New Hampshire residents.

In March 2017, SGC discovered that at various times between approximately April 2016 and March 2017, a third party accessed a MyPay system hosted and serviced by SGC’s third-party service provider, Talx Corporation, a wholly-owned subsidiary of Equifax Inc. (“Talx”). MyPay is an electronic database that provides SGC employees with web-based access to employment information and payment records.

SGC immediately put Talx on notice of the incident and SGC and Talx notified the Federal Bureau of Investigations. SGC is working with Talx who investigated and contained the unauthorized access. Further investigation into this incident and communications with the Federal Bureau of Investigation are ongoing. SGC we will update you if any additional information is discovered.

Talx’s investigation has determined that a third-party accessed the MyPay system by manipulating the login features. Upon accessing accounts, the unauthorized party was able to view pay stubs, pay histories, and W-4 and W-2 forms. SGC is not aware of any other information that was accessed.

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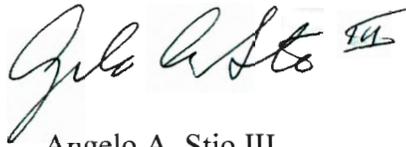
Working with Talx, SGC has implemented enhanced security measures to prevent the reoccurrence of this incident and prevent the manipulation of the MyPay login features. In addition, SGC has advised its employees to remain vigilant and monitor their accounts for any suspicious activities.

SGC also is notifying all employees whose MyPay accounts were compromised. SGC has arranged for all these employees to receive a one-year membership in Equifax ID Patrol™ at no cost. Equifax ID Patrol™ provides credit monitoring services, identity theft fraud alerts and up to \$1 million in identity fraud insurance (with \$0 deductible).

To comply with its notification obligations, on April 17, 2017, SGC will be mailing and emailing notification letters to all New Hampshire residents that were affected in substantially the same form as the letter attached hereto. Notification to New Hampshire residents has not been delayed by the Federal Bureau of Investigation's involvement.

If you have any questions or require any additional information regarding this incident, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Angelo A. Stio III". The signature is written in a cursive style with a stylized "A" and "S".

Angelo A. Stio III

AAS/ja  
Enclosure

STATE OF NH  
DEPT OF JUSTICE  
2017 APR 14 PM 12:00



April XX, 2017

[INSERT]

## NOTICE OF DATA BREACH

Dear \_\_\_\_\_:

On behalf of Saint-Gobain Corporation (“Saint-Gobain”), I am writing to inform you about an incident (the “Incident”) involving unauthorized access to your employee information. We take the protection of employee information very seriously. This is why we are contacting you directly to advise you of the Incident and provide information on how to protect yourself against potential misuse of your information.

The information accessed included employee payment information. The issue related to unauthorized access has been resolved. The Federal Bureau of Investigation has been notified about this Incident and we are prepared to cooperate fully with all investigative efforts.

In order to help you detect possible misuse of your information, Saint-Gobain has arranged for you to receive a one-year membership in Equifax ID Patrol™. Equifax ID Patrol™ provides you with credit monitoring services, identity theft fraud alerts and up to \$1 million in identity fraud insurance (with \$0 deductible). Equifax ID Patrol™ is completely free and enrolling in this program will not hurt your credit score. **For more information and to enroll in Equifax ID Patrol™, enter this link [www.myservices.equifax.com/patrol](http://www.myservices.equifax.com/patrol) on your internet browser, type the full activation code in the space provided, and submit the code. Your activation code is: [ENTER CODE].**

As a precautionary measure, we recommend that you remain vigilant by reviewing your financial account statements and credit reports closely. If you detect suspicious activity on any financial account, you should promptly notify the financial institution or company with which the account is maintained.

You also may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com), calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. Contact information for the three national credit reporting agencies is provided below:

Equifax  
(800) 525-6285  
[www.equifax.com](http://www.equifax.com)  
P.O. Box 740241  
Atlanta, GA 30374

Experian  
(888) 397-3742  
[www.experian.com](http://www.experian.com)  
P.O. Box 9554  
Allen, TX 75013

TransUnion  
(800) 680-7289  
[www.transunion.com](http://www.transunion.com)  
P.O. Box 2000  
Chester, PA 19016

### Saint-Gobain Corporation

20 Moores Road • USA • Tel: (610) 893-5000 • Fax: (855) 205-9493

We also recommend that you report any suspected incidents of identity theft to the Federal Trade Commission (“FTC”), the Massachusetts Attorney General or your local law enforcement authorities. To report incidents of identity theft, or to learn about steps you can take to protect yourself from identity theft, visit the FTC’s Web site, at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or call the FTC at (877) IDTHEFT (438-4338), or write to Federal Trade Commission, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

In addition, you may obtain additional information from the FTC and the credit reporting agencies about fraud alerts and security freezes. You can add a fraud alert to your credit report file to help protect your credit information. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you, but it also may delay your ability to obtain credit. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies listed above. As soon as that agency processes your fraud alert, it will notify the other two agencies, which then must also place fraud alerts in your file.

You can contact the nationwide credit reporting agencies to place a security freeze to restrict access to your credit report altogether. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, mortgages, employment, housing, or other services.

If you are the victim of identity theft, you also have the right to file a police report with local law enforcement and obtain a copy of it. Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. In the absence of a police report, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze. If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze.

In the absence of a police report, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax ([www.equifax.com](http://www.equifax.com)); Experian ([www.experian.com](http://www.experian.com)); and TransUnion ([www.transunion.com](http://www.transunion.com)) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze  
P.O. Box 105788  
Atlanta, GA 30348  
(800) 349-9960

Experian Security Freeze  
P.O. Box 9554  
Allen, TX 75013  
(888) 397-3742

Trans Union Security Freeze  
Fraud Victim Assistance  
Department  
P.O. Box 2000  
Chester, PA 19022-2000  
(888) 909-8872

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);

2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit reporting agencies must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report or to remove the security freeze altogether, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

We sincerely regret any inconvenience or concern that this Incident may cause you. Please let us know promptly if you discover any suspicious activity or if we can be of any assistance in addressing your questions or concerns. I can be reached at (610) 893-5496 or by email at [Mark.A.Augustine@saint-gobain.com](mailto:Mark.A.Augustine@saint-gobain.com).

Sincerely,

Mark Augustine  
Vice President, Business Practices and Compliance Programs  
Saint-Gobain North America  
20 Moores Road  
Malvern, PA 19355