

April 3, 2008

**Via First Class Mail and Facsimile (603-271-2110)**

Honorable Kelly Ayotte  
Attorney General of New Hampshire  
State House Annex  
33 Capitol Street  
Concord, NH 03301

RE: Data Breach Notification

Dear Attorney General Ayotte:

Please be advised that a Company laptop was stolen from the home of one of our employees. We believe the laptop contained personal information, including names, birthdates and Social Security numbers, on approximately 3,542 individuals, 12 of whom reside in your state. We plan to begin notifying the affected individuals in the next several days. A draft copy of the notification that will be sent is attached.

As set forth in the attached letter, we have and continue to take steps to protect the security of the personal information. Also, in addition to continuing to monitor this situation, we are reexamining our current data privacy and security policies and procedures to find ways of reducing the risk of future data breaches. Should we become aware of any significant developments concerning this situation, we will inform you.

If you require any additional information on this matter, please call me at 847-267-5424.

Sincerely,



Deborah Alexander  
Senior Counsel

Encl.



[FIRST NAME] [LAST NAME]  
[STREET ADDRESS]  
[EXTENDED ADDRESS]  
[CITY], [STATE] [ZIP]

April 7, 2008

Dear [FIRST NAME] [LAST NAME],

This letter is to notify you that one of our employees had a Company laptop computer, as well as some of the employee's personal items, stolen from the employee's home on March 26, 2008. The police were alerted to the theft and an investigation is underway. The laptop contained certain employee's names, birthdates and Social Security numbers. However, we believe it is unlikely that the personal information on the laptop was accessed or downloaded by the person who committed the theft. Nonetheless, because we take the possibility of identity theft very seriously, we are sending this precautionary advisory.

The purpose of this letter is to make you aware of this incident so that you can take steps to protect yourself, minimize the possibility of misuse of your information and mitigate any harm that could result. Based on what we know to date, we are not aware of any specific cases of misuse of personal information obtained in connection with the incident. We have prepared the attached sheet to provide you with additional information concerning steps you could take to protect your identity, credit and personal information. We apologize for this situation and any inconvenience it may cause you.

We treat all sensitive employee information in a confidential manner and are proactive in the careful handling of such information. We continue to assess and modify our privacy and data security policies and procedures to prevent similar situations from occurring.

Again, we apologize for any inconvenience this incident may cause you or your family and we encourage you to take advantage of the resources we have provided to you to protect your personal information. Please contact Sue Chalupnik at 847-267-1723 if you have any questions.

Sincerely,

Jennifer Farley  
HR Director

PLEASE TURN PAGE FOR ADDITIONAL INFORMATION

## What You Should Do to Protect Your Personal Information

We recommend you remain vigilant and consider taking one or more of the following steps to protect your personal information:

1. Contacting the nationwide credit-reporting agencies as soon as possible to:
  - Add a security alert statement to your credit file at all three national credit-reporting agencies: Equifax, Experian, and TransUnion. You only need to contact one of the three agencies listed below; your request will be shared with the other two agencies. This security alert will remain on your credit file for 90 days.
  - Remove your name from mailing lists of pre-approved offers of credit for approximately six months.
  - Receive a free copy of your credit report by going to [www.annualcreditreport.com](http://www.annualcreditreport.com).

Equifax  
P.O. Box 740256  
Atlanta, GA  
(800) 525-6285  
[www.equifax.com](http://www.equifax.com)

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

TransUnion  
P.O. Box 2000  
Chester, PA 19022  
(800) 888-4213  
[www.transunion.com](http://www.transunion.com)

2. If you aren't already doing so, please pay close attention to all bills and credit-card charges you receive for items you did not contract for or purchase. Review all of your bank account statements frequently for checks, purchases or deductions not made by you. Note that even if you do not find suspicious activity initially, you should continue to check this information periodically since identity thieves sometimes hold on to stolen personal information before using it.
3. The Federal Trade Commission ("FTC") offers consumer assistance and educational materials relating to identity theft and privacy issues. The FTC can be contacted either by visiting [www.ftc.gov](http://www.ftc.gov), [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft), or by calling (877) 438-4338. If you suspect or know that you are the victim of identity theft, you should contact local police and you also can report this to the Fraud Department of the FTC, who will collect all information and make it available to law-enforcement agencies. Contact information for the FTC is:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue  
NW Washington, DC 20580

4. *For Maryland Residents:* The contact information for the State's Attorney General is

Honorable Douglas F. Gansler  
Office of the Attorney General  
200 St. Paul Place  
Baltimore, MD 21202

Website: <http://www.oag.state.md.us/>  
Telephone number: (888) 743-0023  
(toll-free in Maryland)