

SUNGARD®

Randi R. Serota • Corporate Counsel

SunGard Data Systems Inc. • Randi.Serota@sungardhe.com • www.sungardhe.com • 610-578-5213 tel • 610-212-0084 mobile • 610-578-3329 fax

Sent Via Federal Express

March 19, 2007

Office of the Attorney General
33 Capitol Street
Concord, NH 03301

Re: Notice of Security Breach

Dear Sir or Madame:

I am writing on behalf of SunGard Higher Education ("SunGard") to inform you of a security breach that affected nine New Hampshire residents. On February 12, 2007, a thief broke into a SunGard employee's vehicle, while it was parked in Philadelphia, and stole a laptop computer. The name and social security number of the affected New Hampshire residents were stored on the laptop. It is possible that the bank transfer ABA number and account number and/or credit card number of some of these individuals were stored on the laptop as well.

The employee promptly reported the theft to the Philadelphia Police Department, which is investigating. We have no knowledge, to date, of any misuse of the personal information on the stolen laptop to commit identity theft or for any other unlawful purpose. A copy of the letter that will be sent to the affected New Hampshire residents is attached. We anticipate mailing the notice on or before March 20, 2007.

If you have any questions concerning the matters discussed above, please do not hesitate to call me.

Very truly yours,


Randi Serota

Enclosure

SUNGARD

Higher Education · www.sungardhe.com · 800-223-7036 office · 610-578-5102 fax

March 20, 2007

{Insert Name}

{Insert Address}

{Insert Address 2}

{Insert City, State, Zip}

Dear **[NAME OF EMPLOYEE]**:

SunGard Higher Education (formerly known as Systems & Computer Technology Corporation or SCT) recognizes the importance of safeguarding its personnel information. To that end, SunGard has implemented administrative, technical and physical safeguards for that information. Even the most rigorous safeguards, however, can not guarantee protection against criminal conduct.

The Company was recently victimized by such conduct. Last month, a thief broke into the car of one of our employees and stole a laptop computer. The employee promptly reported the theft to the Philadelphia Police Department. The theft is under investigation. The Company has worked diligently to reconstruct the information stored on the stolen laptop's local disk drive.

We are writing to you because our investigation indicates that the stolen laptop contained your personal information. **We have been able to determine that your name and social security number were stored on the laptop.** Although we believe this theft was directed at the hardware, and not the contents, we wanted to act preemptively to notify you of this situation and encourage you to take action.

Significantly, neither the vehicle nor the laptop would suggest to a passer-by the nature of the information stored on the laptop. In addition, the laptop was password protected and viewing the files required access via a third-party proprietary email ID and password. To date, we have received no indication that the information stored on the laptop has been misused.

Nonetheless, we suggest that you take steps to protect yourself from the possible misuse of your personal information. **To assist you with monitoring your accounts, we have partnered with ConsumerInfo.com[®], an Experian[®] company, to provide you with one year of credit monitoring, at no cost to you.** This credit monitoring product known as Triple AdvantageSM Deluxe will identify and notify you of key changes in your three national credit reports that may indicate fraudulent activity.

Your Company-paid 12-month membership includes:

- Automatic daily monitoring of your three national credit bureau reports with Experian[®], Equifax and TransUnion
- Alerts of any key changes to your credit reports from the three credit bureaus
- Monthly "no activity / all clear" reports, if applicable
- Unlimited on-demand access to your Experian[®] credit report and credit score
- Dedicated fraud resolution representatives available for victims of identity theft
- \$25,000 identity theft insurance provided by Virginia Surety Company, Inc.* -- with no deductible

*Due to New York state law restrictions, identity theft insurance coverage cannot be offered to residents of New York.

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You have **ninety (90) days** from the date you receive this letter to activate this membership, which will then continue for one year. We hope you will take advantage of this valuable service, and we encourage you to activate your credit monitoring membership quickly.

To register for the Company paid membership, please visit <http://partner.consumerinfo.com/sghe> and enter the personal, confidential code provided below. You will then be instructed on how to initiate your online membership.

Your Personal Credit Monitoring Access Code: {INSERT CODE}

Please Note: We regret that this service may not be available to every non-U.S. Citizen. If you are not a U.S. Citizen, you should nevertheless register with Experian[®] and/or follow the steps outlined below.

If you detect a problem with an account and/or are not signed up for the credit monitoring service, you should contact one of the three credit bureaus to place a 90-day fraud alert on your credit report. A fraud alert tells creditors to contact you before opening any new accounts or changing your existing accounts. Once you notify one of the three national credit bureaus of your fraud alert, the others will be notified to place a fraud alert as well. All three credit bureaus also will send you one credit report, free of charge. The Federal Trade Commission (FTC) recommends that potential victims of ID theft periodically check their credit reports and account statements. Contact numbers for the credit bureaus are:
Equifax: 1-800-525-6285, Experian[®]: 1-888-397-3742, and TransUnion: 1-800-680-7289

We have attached a Frequently Asked Questions sheet to assist you. If you have additional questions, please contact us toll free at **1-866-666-5332 or 610-578-5292**, Monday – Friday between the hours of 12pm – 7pm EST, or send an e-mail to hr-inquiry@sungardhe.com.

SunGard Higher Education takes the protection of confidential information very seriously and is dedicated to the security of our confidential employee and customer data. We are taking a number of significant steps to enhance our information security practices, policies, and procedures in order to prevent this type of event from happening again. We sincerely regret that this incident has occurred, and we apologize for any inconvenience that it may cause you.

Very truly yours,

Jeffrey N. Cottle
Senior Vice President, Human Resources