

January 16, 2007

Office of the Attorney General  
Consumer Protection and Antitrust Bureau  
33 Capitol Street  
Concord, NH 03301  
FAX (603) 223-6202

Re: Legal Notice of Information Security Breach Pursuant to N.H. Rev. Stat. Ann. § 359-C:20(i)(b)

To Whom It May Concern:

Towers Perrin provides consulting services to United Technologies Corporation ("UTC"). As you are aware, New Hampshire state law requires notice to the New Hampshire Attorney General's Office in the event of an information security breach involving the personal information of New Hampshire residents. In accordance with that requirement, we write to inform you, on behalf of UTC, of an information security breach that Towers Perrin discovered on December 1, 2006 concerning UTC employees or former employees' personal data that we maintained.

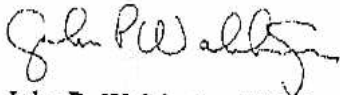
On that date we learned that a laptop had been stolen from our offices in Manhattan containing such information. The laptop was not encrypted, but the laptop and the email program were separately password protected. We have no information indicating the information has been misused. We reported the theft to the New York City Police Department (Mid-town South Precinct). The police report number is 2006-014-17855. Subsequently the District Attorney's Office for the County of New York requested that we delay notifying affected individuals until January 5, 2007.

We estimate that 249 New Hampshire residents related to UTC were affected by this incident. Pursuant to legal obligations, we are in the process of notifying all affected customers of the possible information security breach via written letter to each affected customer through first class mail, postage prepaid, which in accordance with the law enforcement request, began January 6, 2007. For your convenience, a copy of the notice being sent to consumers is enclosed with this letter.

The notices describe (1) the general nature of the incident resulting in the potential information security breach, (2) the type of personal information that was the subject of the possible security breach, (3) the precautionary measures Towers Perrin is taking to help protect personal information from further unauthorized access, (4) contact information for inquiries regarding the incident, (5) how to enroll in Equifax's credit monitoring service, which Towers Perrin is making available to affected individuals free of charge for one year; and (6) advice to individuals that they should also consider placing an initial fraud alert on their credit files and that they review account statements and monitor free credit reports that are available to them.

If you have any questions or need further information regarding this incident, please do not hesitate to contact us.

Sincerely yours,

A handwritten signature in black ink, appearing to read "John P. Walsh, Jr.", written in a cursive style.

John P. Walsh, Jr., CISM  
Towers Perrin – Chief Information Security Officer

Enclosure

United Technologies Corporation  
United Technologies Building  
Hartford, CT 06101



January, 2007

RE: IMPORTANT NOTICE

Dear

Towers Perrin, United Technologies Corporation's pension plan consultant, notified us that a laptop containing UTC employee information was stolen from their New York City office. To perform its services, Towers Perrin refers to personal data, including your name, social security number and date of birth, which were stored on the stolen laptop. Towers Perrin promptly reported the theft to the local law enforcement authorities, who requested that we delay this notification until January 2007 to avoid any possible impediment to their investigation. Towers Perrin is carefully reviewing this incident and is working with us to take measures to prevent a recurrence.

We take our obligation to safeguard employees' information very seriously. We firmly believe our suppliers are equally obligated to do so, and we are therefore reviewing the security procedures of all suppliers that have access to or store UTC employee information.

At this point, we have no indication of any data being misused and we truly regret any inconvenience that this incident may cause you. UTC and Towers Perrin are committed to assisting you. On the reverse of this letter is a description of resources that are available to you free of charge for monitoring and reviewing your credit records. If you have any questions or need additional information, please contact the following toll-free number (800) 788-2795.

Sincerely,

A handwritten signature in black ink, appearing to read "W L Bucknall".

William L. Bucknall  
Senior Vice President,  
Human Resources and Organization

### Precautions You Can Take

**Towers Perrin has arranged for you to enroll, at your option, in the Equifax Credit Watch™ Gold with 3-in-1 credit monitoring product at no cost to you for two years.** This service provides you with an early warning system for changes to your credit file and will help you to understand the content of your credit file at the three credit reporting agencies. To initiate this service, please go to Equifax's website at [www.myservices.equifax.com/tri](http://www.myservices.equifax.com/tri) and complete the enrollment process. During the "check out" process, provide the following promotional code: CODE in the "Enter Promotion Code" box. Alternately, you may enroll in the U.S. Mail version of the product by completing and sending the enclosed form by mail or via fax to Equifax at the phone number or address shown on the form.

Once you have enrolled, the Equifax Credit Watch™ Gold with 3-in-1 credit monitoring product will provide you with several valuable services including:

- Credit file monitoring of your Equifax, Experian, and TransUnion credit reports;
- Automatic notification of key changes to your credit files from any of the three agencies;
- Free 3-in-1 Credit Report and unlimited Equifax Credit Reports™;
- For those residing outside New York, \$20,000 in identity theft protection with \$0 deductible (subject to the terms, limitations and exclusions of the policy)<sup>†</sup>; and
- 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 help you initiate an investigation of inaccurate information.

You may also separately consider placing an initial fraud alert on your credit file, which stays on your credit report for 90 days and which also entitles you to a free credit report from each reporting bureau. You can do so by contacting one of the three following credit reporting agencies:

- Equifax: 877-478-7625 [www.equifax.com](http://www.equifax.com); PO Box 740241, Atlanta GA 30374-0241
- Experian: 888-397-3742 [www.experian.com](http://www.experian.com); PO Box 9532, Allen TX 75013
- TransUnion: 800-680-7289 [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, PO Box 6790, Fullerton CA 92834-6790

Once you receive your reports, we urge you to review them carefully. Verify the accuracy of your Social Security number, address(es), complete name and employer(s) and other information. Notify the credit bureaus if any information is incorrect. You should also be vigilant in monitoring your accounts for suspicious activity. Be sure to report suspected identity theft to the credit bureaus, to the company maintaining any compromised account, and to the proper authorities. To learn more about how to protect yourself from identity theft, please visit [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft) or call the Federal Trade Commission hotline phone number: 1-877-IDTHEFT (438-4338).

<sup>†</sup> Identity Fraud Expense Reimbursement Master Policy underwritten by Travelers Casualty and Surety Company of America and its property casualty affiliates, Hartford, CT 06183. Coverage for all claims or losses depends on actual policy provisions. Availability of coverage can depend on our underwriting qualifications and state regulations. Coverage not available for residents of New York. Equifax's credit monitoring products are protected by US Patent 7,208,052